City of Seattle
Human Services Department

2017
Congregate Meal Program
Request for Proposal

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GUIDELINES

I.   Introduction

The Aging and Disability Services Division of the City of Seattle Human Services Department (HSD) is seeking applications from agencies interested in providing congregate meals for older adults. This Request for Proposal (RFP) is open to any legally constituted entities that meet the minimum eligibility requirements outlined in Section VII of the Guidelines. The congregate meal program provides culturally appropriate nutritious meals, opportunities for social engagement, and access to other services and health promotion related activities.

Approximately $2,140,062 is available through this RFP from the following sources:

Fund Sources	RFP Amount
Older Americans Act	$1,547,418
HSD General Fund	$292,644
Nutrition Services Incentive Program	$300,000
Total	**$2,140,062**

HSD intends to fund a **maximum of 15 proposals**. Initial awards will be made for the period of **January 1, 2018-December 31, 2018**. While it is the City's intention to renew agreements resulting from this RFP on an annual basis through the 2021 program year, future funding will be contingent upon performance and funding availability.

The City of Seattle Human Services Department seeks to contract with a diverse group of providers to help ensure that HSD's Congregate Meal Program investments promote healthy aging and lifestyle as indicated by older adults experience stable health and can age in place.

All materials and updates to the RFP are available on HSD's Information for Grantees web page. HSD will not provide individual notice of changes, and applicants are responsible for regularly checking the web page for any updates, clarifications or amendments.

HSD will have no responsibility or obligation to pay any costs incurred by any applicant in preparing a response to this RFP or in complying with any subsequent request by HSD for information or participation throughout the evaluation and selection process.

If you have any questions about the Congregate Meal Program RFP, please contact: Angela Miyamoto via email at Angela.Miyamoto@Seattle.gov

II. Timeline

Funding Opportunity Released	Monday, April 10, 2017
*Information Session 1	Wednesday, April 19, 2017 Renton Highlands Library 1:00 pm - 3:30 pm 2801 NE 10th St, Renton, WA 98056
*Information Session 2	Thursday, April 20, 2017 Bellevue City Hall, Council Chambers 10:00 am - 12:30 pm 450 110th Ave NE, Bellevue, WA 98009
*Help Session 1	Tuesday, April 25, 2017 Valley View Library 3:00 pm - 6:30 pm 17850 Military Rd S, SeaTac, WA 98188
*Help Session 2	Monday, May 1, 2017 Bellevue Library 9:30 am - 1:00 pm 1111 110th Ave NE, Bellevue, WA 98004
Last Day to Submit Questions	Thursday, May 11, 2017 by 12:00 p.m.
Application Deadline	Wednesday, May 24, 2017 by 12:00 p.m.
Site Visits, as needed	Monday, July 10, 2017 – Friday, July 14, 2017
Interviews, as needed	Monday, July 10, 2017 - Monday, July 17, 2017
Planned Award Notification	Thursday, August 17, 2017
Contract Start Date	Monday, January 1, 2018

*Please contact RFP coordinator for accommodation requests: Angela Miyamoto at Angela.Miyamoto@Seattle.Gov. Accommodations are not guaranteed but every effort will be made to fulfill requests.

HSD reserves the right to change any dates in the RFP timeline

III. HSD Guiding Principles

In addition to the investment outcomes stated in this RFP, 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:

- *Results and Racial Equity* – our resources are devoted to addressing and eliminating racial, social, economic, and health disparities in our community.

- *Stewardship* – we fund and administer programs that are accountable, cost-effective, and research-based, ensuring people receive high-quality services.
- *Innovation* – we foster an environment where creativity and new approaches are valued, tested, refined, and implemented.
- *Collaboration* – we share the collective wisdom of our colleagues and community to develop and implement programs.

IV.   HSD's Outcomes Framework & 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
- ➢ **EVALUATING** 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 goals based on disparity data, strategies for achieving the desired results, and performance measures.

Whole Population Data ⟩ Desired Results ⟩ Indicators ⟩ Racial Disparity Data ⟩ Racial Equity Goal ⟩ Strategy ⟩ Performance Measure

All investments resulting from this funding opportunity will demonstrate alignment with HSD's theory of change towards achieving the desired result of: All older adults experience stable health and are able to age in place.

Congregate Meal Program Theory of Change

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

Desired Result	Indicator	Racial Disparity Data	Racial Equity Goal	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)
All older adults experience stable health and are able to age in place.	% of older adults 60+ reporting good or excellent health	Among the 60+ population; Black/African Americans and Hispanic/Latino adults are 50% more likely, and American Indian/Alaska Native, and multiracial older adults are 20% more likely, to be in fair or poor health than white non-Hispanic adults.[1] Data for numerically small groups (racial, ethnic, or based on other traits) rarely produces enough respondents to make a robust sample. National data, however, does show that older Native Hawaiian/Pacific Islanders (NHPI) adults have rates of fair/poor health that are closer to those of Blacks.[2]	Black/African Americans, Hispanic/Latino, American Indian, Alaska Native, multi-racial, and Native Hawaiian/Pacific Islander 60+ older adults report good or excellent health at the same rate as white non-Hispanic older adults.	High quality nutritious meals and support services are offered in diverse communities and settings where older adults of color live. Nutritious meals and activities are culturally relevant. Nutrition education is culturally relevant. Access to meal programs through culturally and linguistically relevant outreach and engagement.	Performance measures will be reported with race/ethnicity breakdown and expected to have equitable quality and impact outcomes across all race/ethnicities. Specifically, the focus populations. **Quantity** – Number of unduplicated clients, number of meals served **Quality and Impact** – Measurement tool will be developed in collaboration with successful applicant(s) which will demonstrate: **Quality** • Older adults receive high quality nutritious meals; • Older adults receive meals that are culturally appropriate; and **Impact** • Older adults are able to socialize and connect with peers in a group setting.

[1] Behavioral Risk Factor Surveillance Survey 2005-2014
[2] Behavioral Risk Factor Surveillance Survey 2004-2014

V.   HSD's Commitment to Funding Culturally Responsive Services

In conjunction with the Seattle Race and Social Justice Initiative (RSJI), which is a citywide 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. Agencies applying for investment will demonstrate the capacity to institute these principles through routine delivery of participant-centered and strength-based services that are culturally:

COMPETENT, as demonstrated by "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".[3] 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".[4]

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 focus populations identified in the theory of change.

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 competency to create authentic and effective relationships and provide culturally responsive 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.

ACCESSIBLE through language, location, and delivery style. Agencies have the capacity to overcome mainstream barriers and/or provide effective alternative strategies that enable residents to easily access mainstream and nontraditional programs and services.

VI.   Investment Area Background & Program Requirements

Aging and Disability Services (ADS) is the Area Agency on Aging serving older adults and adults with disabilities in King County. Programs and services promote health and independence and allow older individuals to live in their community to the maximum extent practicable. Older Americans Act funds support these programs which focus on individuals with the greatest social and economic need.

A. Overview of Investment Area

The Congregate Meal Program is one of the aging network services funded by the Older Americans Act. The purpose of nutrition programs is to reduce hunger and food insecurity, promote socialization of older individuals, promote health and well-being, and delay adverse health conditions.[5]

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[3] Coyne, C. (2001) "Cultural Competency: Reaching Out to All Populations". PT Magazine, pgs. 44-50.
[4] York, S. (2003) Roots and Wings: Affirming Culture in Early Childhood Programs. St. Paul, MN: Redleaf Press, pg. 161.
[5] Kowlessar N, Robinson, K, Schur C, Social & Scientific Systems, Inc. Older Americans Benefit from Older Americans Act Nutrition Programs. Research Brief Number 8, September 2015. Administration for Community Living.

The Congregate Meal program is a place where older adults receive a nutritionally balanced meal and socialize with their peers. Those who participate in nutrition programs have improved food and nutrient intake, increased consumption of fruits and vegetables, or improved nutritional status[6].

B. Service/Program Model

The Congregate Meal program helps meet the dietary needs of adults 60 and older by providing culturally appropriate nutritious meals in a group or community setting. Meal programs are located throughout King County in places convenient for older adults to access.

Participants attend by driving themselves, share a ride with friends, family or unpaid caregivers or use public transportation, neighborhood shuttles, or meal sites own transportation service. HSD also supports nutrition transportation service for select congregate meal sites. See Attachment 11 for more information.

In addition to the meal, programs provide nutrition education, opportunities to socialize, and offer activities and access to other services for participants.

Meal Provision
- Meals must be prepared on-site in an approved kitchen and follow safe food handling practices per Seattle and King County Public Health requirements (Attachment 7).
- If the congregate meal location does not have an approved kitchen, food may be prepared at an approved offsite kitchen by the agency or partner organization serving the meal.
- Meals shall not be prepared by a restaurant, caterer, or other food service vendor.

Food Safety and Facilities
- Dining facilities must meet Senior Nutrition Program Standards (Attachment 7). Sites that are not currently contracted with HSD for meal provision may be subject to a site visit (Attachment 8)
- Food preparation facilities must be equipped and eligible for a permanent food permit issued by Public Health–Seattle & King County or meet Donated Food Distributing Organization (DFDO) requirements and have an annual kitchen inspection. (Attachment 7, WAC 246-215-09400 – WAC 246-215-09435)
- Agencies must ensure that staff and volunteers receive adequate training and that food handler permits are up to date.

Enrollment, Data Collection and Reporting
- Basic enrollment information must be collected for all participants.
- Providers must be able to collect and report participant-level data (meals by client) as required under the National Aging Program Information System (NAPIS), (Attachment 7).
- Nutrition Risk Screening must be offered to all participants (Attachment 9); Nutritional Risk status is a NAPIS required data element.
- Participant information must be updated regularly (annually or as new information becomes available), and agencies must make an effort to identify missing data elements.

Donations
- Programs must provide the opportunity for participants to make voluntary and confidential donations toward meal costs (See Senior Nutrition Program Standards, Attachment 7).

C. Criteria for Eligible Clients

- King County resident age 60+; or
- Under 60, City of Seattle resident – unpaid caregiver to an eligible client

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[6] Position of the Academy of Nutrition and Dietetics: Food and Nutrition for Older Adults: Promoting Health and Wellness. J Acad Nutr Diet. 2012;112:1255-1277.

D. Priority Community and Focus Population

Priority communities and focus populations for this funding are based on HSD's outcomes framework, a results-based accountability method, and ensures that the department's investments are dedicated to addressing disparities in the population.

Priority communities of congregate meal sites are defined by the Older Americans Act funding source and include older adults 60+
- Residing in rural areas
- Greatest economic need (income at or below federal poverty guidelines)
- Greatest social need
    - Cultural, social, or geographic isolation, including isolation caused by racial, ethnic, and/or sexual orientation status;
    - Limited English proficiency;
    - Severe disabilities;
    - Dementia or related disorders;
    - Risk for institutional placement;
    - Providing care to individuals with severe disabilities.

Focus populations are identified as specific racial or ethnic groups within the priority community and with data showing the highest disparities in the investment area.

Focus populations for congregate meal sites are:
- Black Black/African Americans, Hispanic/Latino, American Indian/Alaska Native, Native Hawaiian/Pacific Islander, and Multiracial older adults (60+)
- Other racial/ethnic minority older adults (60+) that experience poor health status
- Low income older adults (60+) that speak another language and not able to speak English very well including Vietnamese, Ukrainian, Korean, Spanish, Chinese, Russian, Khmer, Arabic, Samoan, *Cushite and others.[7]

    *Cushite includes Somali and Oromo

Applicants should demonstrate an intention and plan to address the disparities associated with the focus populations of older adults. Proposals that clearly describe a plan to address significant needs among other populations will also be considered.

In addition to priority communities and focus populations, Congregate Meal selection will be based on location of the meal site. Aging and Disability Services will make every effort for participants to have access to at least two meal sites, per region (Attachment 10), every week day (Monday-Friday).

E. Expected Service Components

1) High quality nutritious meals
    - Each meal must meet one-third (1/3) of the dietary reference intake (DRI) (See Senior Nutrition Program Standards, Attachment 7)
    - Offer choices to participants including selections for dietary health needs, cultural preferences, and the ability to control portion size
    - Include fresh fruits and vegetables, and whole grains, and use high quality locally sourced ingredients, to the maximum extent possible

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[7] American Community Survey Public Use Microdata Sample, 2015.

- Provide at least 30 meals per day, on average, at least 2 days per week

Meals will be reimbursed according to a three-tiered system based on the following attributes:

Tier 1: $6.00 per meal
- Programs with an English participant base.
- Single site agencies or multi-site programs directly associated with a lead agency or have a long history of a partnership.
- Organizations operate their own service site and are located in a centralized urban area.
- E.g. Senior centers, agencies serving multiple senior centers

Tier 2: $6.75 per meal

Category A	Category B
• Programs with a multi-cultural, multi-lingual participant base. • Single site programs that have sufficient resources and partnerships in the community to support program or multi-site programs that have a strong partnership with lead agency and established meal site location. • Sites are located in an urban or rural location. • E.g. Agencies run by and for immigrant communities.	• Programs with an English proficient participant base. • Single site agencies or multi-site programs. • Limited community support. • Located in a rural location. • E.g. Rural Senior Centers

Tier 3: $8.00 per meal
- Programs serving emerging and/or high need populations.
- Single or multi-site programs with higher cost due to challenges in securing consistent location, staff support for language capacity, and limited ability to leverage costs given number of participants and meals.
- Little or no community association support.
- Sites are located in an urban or rural location.
- E.g. grassroots organizations.

Agencies may select the meal rate most appropriate to the meal program based on the attributes outlined above. However, HSD reserves the right to assign the rate of compensation (tier) during contract negotiations.

2) Supportive setting
- Provide a welcoming and culturally inclusive social environment in which meals and related activities are respectfully presented.
- Offer supportive services to participants which may include: transportation support; exercise, health screening and other health promotion activities; social engagement activities such as field trips, family and community events; educational opportunities such as computer training, presentations on topics of interest to participants, etc.
- Provide culturally appropriate services for Limited English Proficient and minority elders.
- Offer flexible scheduling to meet the needs of program participants.
- Offer nutrition education activities at least biannually which incorporate older adult learning styles and respond to the needs and preferences of the participants.
- Provide referrals to Community Living Connections, coordinating with local agencies and DSHS Community Service Offices as appropriate.

3) Program sustainability
- Include marketing and outreach as an integral part of the program. Successful marketing and outreach efforts not only target older adults and specified focus populations, but create an awareness of the program in the larger community, a potential source of volunteers, support and funding.
- Use creative fund raising methods and continually develop new strategies and resources.
- Use Congregate Meal Program funds to supplement program costs and ensure program runs without funds available through this RFP.
- Provide a minimum of 25% of the total program cost (in-kind or other non-federal fund sources) as match.
- Encourage participant contributions by developing a donation system that meets the needs and preferences of the community, providing an opportunity to donate without deterring participation.
- Demonstrate participatory leadership in which everyone (older adults, staff, volunteers, program managers, etc.) has a voice in the program.
- Encourage collaboration, not competition, and work to maximize resources and increase access for clients.

F. Expected Performance Commitments

Performance measures will include, but not limited to, number of unduplicated clients, and number of meals served. Quality and impact measures will be developed in collaboration with successful applicant(s) which will include, but not limited to:
Quality:
- Older adults receive high quality nutritious meals that are culturally appropriate.
- Older adults receive meals that are culturally appropriate.
Impact:
- Older adults are able to socialize and connect with peers in a group setting.

G. Description of Key Staff and Staffing Level

- Program must have adequate number of qualified personnel to assure satisfactory program performance.
- A registered dietitian (RD), or individual of comparable expertise (ICE) must provide monitoring and oversight to ensure that meals meet nutrition and food safety guidelines and send monthly reports to HSD. Registered Dietitians (RD) are defined and credentialed through the Commission on Dietetic Registration. An individual with comparable expertise (ICE) is defined as a nutritionist according to RCW 18.138, which requires a master's or doctorate degree in one of the following areas: human nutrition, nutrition education, foods and nutrition, public health nutrition, or nutrition sciences. It is recommended that the RD or nutritionist be certified by the State of Washington in accordance with RCW 18.138.

HSD-contracted RD services may be available to Congregate Meal sites. See the Registered Dietitian Services RFP for the RD services scope of work. Sites will be selected based on the following attributes: language and cultural barriers to mainstream nutrition services and standards; program/site operated by volunteer organization or association; program does not have direct ownership or oversight of facility; program is located and serves a rural community. Mainstream organizations are expected to have access to their own RD and provide oversight to their partner organizations, as needed. HSD will determine HSD-contracted RD service sites after the conclusion of the RFP.

H. Other Regulations Applicable to the Investment Area

Congregate Meal programs must also comply with the Senior Nutrition Program Standards (Attachment 7).

VII.   Agency Minimum Eligibility Requirements

Applications for this RFP will be accepted from any legally constituted entities that meet the following minimum eligibility requirements:

- 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.

- Applicant must have a Federal Tax ID number/employer identification number (EIN) to facilitate payments from the City of Seattle to the provider.

- 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.

  OR
- Applicant is a federally-recognized Indian tribe in the State of Washington
  OR

- If the applicant is a public corporation, commission, other legal entity or authority established pursuant to RCW 35.21.660 or RCW 35.21.730, the applicant's status as a legal entity must be in good standing and must not have been revoked in the previous calendar year.

- Must have at least two years of successful experience in providing food or nutrition related services or in serving the community identified in the proposal.

- The applicant demonstrates the capability to meet program expenses in advance of reimbursement.

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.

Agencies must have the ability to submit reports electronically to HSD. Current data specifications are available on the ADS website (www.agingkingcounty.org; click "Service Providers" then "Reporting Requirements"). Agencies may be required to use the Community Living Connections-GetCare system to enter client level and service data.

IX.   Contracting Requirements

- Any contract resulting from this RFP 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 Human Services Department Master Agency Services Agreement (MASA). These requirements shall be included in any contract awarded as a result of the RFP and are not negotiable. A copy of the MASA is available on HSD's Information for Grantees web page.

- 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 RFP 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.

X.   Selection Process

This RFP is competitive. All interested parties must submit a complete application packet (as outlined in Section IV of the Application Instructions and Materials) by the deadline to be considered for funding. All completed applications turned in on or before the deadline that meet the minimum eligibility requirements (as outlined in Section VII of the Guidelines and Application) will be reviewed and individually scored by members of the rating committee.

Applications not meeting requirements of minimum eligibility or application completeness will be deemed ineligible and will be eliminated from further consideration. HSD reserves the right to seek clarification and accept or waive any nonmaterial irregularities or informalities in determining whether or not an application is eligible.

Eligible and complete 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 some or all applicants prior to

forwarding funding recommendations to the HSD Director. Following the rating process, including interviews if any, the rating committee will forward its 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).

Due to the competitive nature of this RFP, beyond any scheduled information sessions or help 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 RFP.

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 RFP.

HSD also reserves all rights not expressly stated in the RFP, 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 RFP. Further, HSD reserves the right to not award funding for any particular meal site included in a multi-site program's application if it is determined that the site does not align with the stated goals and standards of the RFP.

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 was complete, <u>did</u> meet the minimum eligibility requirements, qualifications, and formatting standards, 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. The Human Services Department 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. Any applicant wishing to appeal must submit a written appeal to the HSD Director within <u>five (5) business days</u> from the date of the written notification by HSD.

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 based upon an application's incompleteness or failure to meet minimum eligibility requirements will not prevent HSD from moving forward with the review and rating process for other applications. 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. The Human Services Department 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. Any applicant wishing to appeal a decision regarding award must submit the appeal in writing to the HSD Director within <u>ten (10) business days</u> from the date of the written notification by HSD.

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, 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 may 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, making partial award, re-tabulating scores, or any other action determined by the HSD Director.

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

2017
Congregate Meal Program
Request for Proposal

APPLICATION
Instructions and Materials

This Application Instructions and Materials packet contains information and materials for respondents applying for the 2017 Congregate Meal Program RFP. The RFP Guidelines is a separate document that outlines the RFP award process and provides more details on the service and funding requirements.

I. Submission Instructions & Deadline

Completed application packets are due by <u>12:00 p.m. on Wednesday, May 24, 2017.</u>

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 on <u>Wednesday, May 24, 2017</u>. *Late or incomplete proposals or proposals that do not meet the minimum eligibility requirements outlined in this RFP 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://web6.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
> RFP Response – Congregate Meal Program
> Attn: Angela Miyamoto

Delivery	*Address**Mailing Address*
700 5th Ave., 58th Floor	P.O. Box 34215
Seattle, WA 98104-5017	Seattle, WA 98124-4215

II.　　Format Instructions

A. Applications will be rated only on the information requested and outlined in this RFP, including any clarifying information requested by HSD. Do not include a cover letter, brochures, or letters of support. Applications that do not follow the required format may be deemed ineligible and may **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 11-point font.

C. The application may not exceed a total of 12 pages including the narrative sections and attachments (unless the attachment is requested and specifically states that it will not count toward the page limit). Up to two additional pages of narrative is permitted if you plan to subcontract with another organization or agency, up to a maximum of 14 pages. Pages which exceed the page limitation will not be included in the rating.

D. Organize your application according to the section headings that follow in Section III. For the narrative questions, please include section titles, and question numbers. You do not need to rewrite the questions for specific elements of each question.

III.　　Proposal Narrative & Rating Criteria

Write a narrative response to sections A – E. Answer each section completely according to the questions. Do not exceed a total of 12 pages for sections A – E combined. Up to two additional pages of narrative is permitted if you plan to subcontract with another agency, up to a maximum of 14 pages.

A. PROGRAM DESIGN DESCRIPTION *(40 percent)*
1. Describe your program model and outline the key service components in your program, including:
    a. Meal site(s): Describe where and when services will be delivered (locations, times, days of week, etc.). Explain who owns and operates the site(s), and if not the applicant, briefly describe the agreed upon terms of use.
    b. Food preparation: Explain how you will prepare meals including: where the meals will be prepared, who will prepare them, and how/where food will be purchased. Describe how you will ensure and monitor safety and hygiene regarding food preparation, service and delivery.
    c. Menus: Describe how menus will be developed. Develop and attach menus for 10 consecutive meals for your proposed program. If you have multiple sites with different menus, include and clearly label, 10 consecutive menus from each meal site. Menus will not count toward maximum page limit.
    d. Dietary needs: Describe how your program will address special dietary needs of older adults due to diabetes, high blood pressure, or other chronic health conditions. Describe how your program will address cultural or other dietary preferences.
    e. Enrollment: Describe your intake and enrollment process. Describe how you record and keep track of participant activities.
    f. Supportive services: Describe the social, physical and educational activities provided to enhance the participant's health and well-being. Describe how your program will assist participants in accessing other needed services and supports. Indicate if these services are provided directly by the applying agency, or through a partnership, and if the latter, briefly describe the terms of the partnership agreement.
    g. Describe how these service components will help your program achieve the required outcomes and deliverables as identified in section VI of the RFP Guidelines.

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h. Marketing and outreach: Describe your plan for marketing and outreach to older adults including priority and focus populations you plan to serve. Describe how your efforts create awareness of the program in the community including potential source of volunteers, support, and funding.

i. Complete Attachment 11 if you would like your program to be considered for HSD-funded nutrition transportation services. Complete a separate document for each site you would like considered for nutrition transportation. This will not be scored and will not count towards the maximum page limit.

2. Summary of Deliverables: Complete Attachment 3 of this document.

3. Describe focus population(s) and priority community(ies) to be served.
    ▪ Describe how your program will recruit the priority populations and any of the focus populations listed in Section VI.
    ▪ Describe the characteristics of these populations such as geographic region, age, race, ethnicity, language, and other defining attributes.
    ▪ Describe how your program will encourage cross cultural participation - bringing together people from different cultures, languages and backgrounds in one setting.
    ▪ Indicate the percentage of Seattle residents (those residing within the Seattle city limits) who are unpaid family caregivers to be served from your total program participation. For example: Program serves 100 participants, 25 of whom are unpaid family caregivers residing in Seattle; the percentage of Seattle residents who are unpaid family caregivers served is 25%.

4. Describe how you will solicit and incorporate input from the focus and priority community/populations into your program and ongoing services.

5. Provide a list of and a brief job description for all key personnel who will have a significant role in program coordination and service delivery. Indicate if you would like HSD to consider your program for HSD-contracted RD services. Describe which attribute(s) of your program qualifies for RD services (see Section VI, Description of Key Staff and Staffing Levels) and at which site (if applying for RD support for meal programs in multiple locations).

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 including clearly identifying meal sites and food preparation/safe food handling procedures.
   • Applicant describes menu development which includes participant input and menus that reflect the cultural preference of the focus and priority communities. Applicant addresses special dietary needs of participants.
   • Applicant describes supportive services that address participants' health and well-being.
   • Applicant demonstrates an ability to comply with program requirements including thoroughly describing enrollment process and ability to achieve and report on outcomes and deliverables.
   • Applicant thoroughly describes marketing and outreach plan including creating awareness in the community, potential volunteers, support, and funding.
   • Applicant clearly defines the priority community(ies) and focus population(s).
   • Applicant demonstrates an understanding of the unique characteristics and experiences of the priority community(ies) and focus population(s) and how they will encourage cross-cultural participation.
   • Applicant demonstrates a plan to incorporate input from program participants.
   • The program has a sufficient number of qualified staff (or partners) to deliver the services as described.

B. CAPACITY AND EXPERIENCE *(15 percent)*
1. Describe your organization's success providing Congregate meals or in serving the community identified in this proposal. 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. Meal sites need to be fully operational by March 1, 2018. Your organization must have at least two years of successful experience in providing food or nutrition related services or in serving the community identified in the proposal.
2. Describe your organization's ability to address changes in funding, staffing, changing needs in the community, and developing and/or maintaining board or leadership support. Describe your agency's ability to continue services if funding no longer becomes available from Aging and Disability Services.
3. Describe your plan for staff recruitment, training, supervision and retention for the proposed program.
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?

Rating Criteria – A strong application meets all of the criteria listed below.
- The program description demonstrates the applicant's experience in delivering Congregate meals or serving the community identified in this proposal 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, including ability to continue services with decreased funding.
- 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 capacity for data management and reporting.

C. COLLABORATIONS AND SUBCONTRACTING *(15 percent)*
Part A of this section refers to general program collaborations that support the program's ability to meet intended outcomes. Part B refers to subcontracting agreements that are jointly designed to achieve results and racial equity. Complete both sections if you plan to subcontract with another organization.

Part A
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. If the proposal includes collaborations, name the agencies in this arrangement. Explain the roles and responsibilities of the various agencies. Please provide a letter of collaboration from any agency providing key program elements. Collaboration letters will not be counted toward the maximum page limit.
3. Describe how you will refer clients, in a proactive, seamless, client-friendly manner, to other programs and agencies that support participants.

Rating Criteria – A strong application meets all of the criteria listed below.
- Applicant describes effective collaborations that enhance service quality, minimize duplication, enhance the resources available and provide benefit to program participants.
- Applicant has submitted letters of collaboration from agencies that describe each agency's role in providing key program elements.

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

Part B
Complete this section if your agency will enter into a subcontracting relationship with another agency to provide services.
1. Describe the proposed agreement including the agencies involved, the roles of each partner organization, and how the agreement was jointly designed. Include elements in Attachment 12. Describe how this partnership will support the provision of services to focus populations, the intended results, and racial equity goals of this RFP.
2. Describe how the applicant agency and subcontracting organization will work together. How will this support build the capacity of each organization to meet program outcomes and reporting requirements?
3. Describe how financial resources will be distributed between the partner agencies.

Rating Criteria – A strong application meets all of the criteria listed below.
- Applicant describes effective partnership that show clear roles and responsibilities of each partner including elements in Attachment 12 such as program outreach, recruiting volunteers and staffing obligations, and financial responsibilities.
- Applicant's partnership supports the program's ability to provide appropriate services to focus populations.
- Applicant agency has the capacity and ability to provide technical assistance and support to the smaller agency. Partnership is mutually beneficial to each organization.
- Applicant will equitably distribute resources to support the subcontracted agency in delivery of services.

D. CULTURAL COMPETENCY AND RESPONSIVENESS *(15 percent)*
1. Describe your experience providing services to diverse groups, including communities of color, immigrants and refugees, low-income populations, and English language learners. If experience is limited, what steps will you take to provide culturally competent services?
2. What challenges and successes have you experienced, or do you anticipate, in providing services to people from diverse cultural and economic backgrounds and creating an inclusive environment?
3. Describe how the agency board and staff represent the cultural, linguistic and socio-economic background of program participants.
4. Describe your program's strategy for ensuring cultural and linguistic competence is infused through your policies, procedures and practices.
5. What kind of trainings does your agency provide to support cultural competency?

Rating Criteria – A strong application meets all of the criteria listed below.
- Applicant demonstrates understanding of cultural competence and describes how cultural competence is incorporated into the program and service delivery.
- Applicant has a proven track record of providing culturally and linguistically relevant services to diverse priority community(ies) and focus population(s).
- Applicant demonstrates the ability to provide culturally competent and inclusive services within diverse communities and shows an understanding of the challenges.
- Applicant's staff composition reflects the cultural and linguistic characteristics of the priority community(ies) and focus population(s).
- Applicant's board composition reflects the cultural and linguistic characteristics of the priority community(ies) and focus population(s).

- Applicant describes existing policies and procedures, or a strategy to develop policies and procedures that demonstrate a respect and appreciation for the cultural and linguistic characteristics of the priority community(ies) and focus population(s).
- Applicant demonstrates a commitment to ongoing training and development within the agency to promote and support culturally competent service delivery.

E. BUDGET AND LEVERAGING *(15 percent)*

1. Identify the unit rate in which your budget is based (see section VI, Expected Service Components). Describe your service model and site characteristics to align with your unit rate. You may have different unit rates if you have multiple sites with varying characteristics.
2. Complete the Proposed Site Detail (Attachment 5) worksheet which feeds into the Proposed Program Budget (Attachment 4). Complete the Total Budget Itemized Costs (Attachment 6) worksheet. The costs reflected in this budget should be for the service area only, not your total agency budget. Submit separate Proposed Site Detail (Attachment 5) budgets for individual meal programs if you will deliver services in more than one site. Proposed Program Budget (Attachment 4) should be an accumulation of all costs associated with each meal site in the proposal. This funding process requires an agency match of at least 25%. Budget worksheets will not count toward the 12-page narrative limit.
3. 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. How will clients be served if funds are not available through this RFP? Include a brief description of current and planned fundraising strategies that will support and sustain this program.
4. Describe your organization's financial management system. How does your agency establish and maintain general accounting principles to ensure adequate administrative and accounting procedures and internal controls necessary to safeguard all funds that may be awarded under the terms of this RFP? Entities without such capabilities may wish to have an established agency act as fiscal agent.
5. Describe how your agency has the capability to meet program expenses in advance of reimbursement.
6. What is your suggested donation for eligible participants? What is your meal cost for non-eligible participants?

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

- Unit rate is in alignment with the service model and site characteristics.
- Costs are reasonable and appropriate given the nature of the service, the priority community(ies) and focus population(s), 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 (minimum of 25%) to be used with RFP funds for providing the services described in the proposal, and provides evidence that these funds are sustainable.
- The applicant identifies other funds to ensure all eligible clients are served.
- 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 RFP.
- The applicant demonstrates the capability to meet program expenses in advance of reimbursement.
- The suggested donation and meal costs are reasonable for the focus population.

Total = 100 percent

IV.   Completed Application Requirements

AT APPLICATION SUBMITTAL

To be considered Complete, your application packet must include all of the following items or the application will be deemed incomplete and will not be rated:

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 Summary of Proposed Deliverables (Attachment 3).
4. Completed the full Proposed Program Budget (Attachment 4).
5. Completed the full Proposed Site Detail Budget for each meal site (Attachment 5).
6. Completed Total Budget Itemized Costs (Attachment 6).
7. **Hard copy and electronic version** of the budget worksheets – Attachments 4, 5, and 6 need to be emailed if **not** submitting online. Budget worksheets should be emailed to the RFP coordinator (Angela.Miyamoto@Seattle.Gov).
8. Roster of your agency's current Board of Directors.
9. Minutes from your agency's last three Board of Directors meetings.
10. Current verification of nonprofit status or evidence of incorporation or status as a legal entity. Your agency must have a federal tax identification number/employer identification number.
11. 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.
12. If you are proposing to provide any new (for your agency) services, attach a start-up timeline for each meal site.
13. If you are proposing a significant collaboration or subcontracting with another agency, attach a signed letter of intent or collaboration from that agency's Director or other authorized representative.

AFTER MINIMUM ELIGIBILITY SCREENING AND DETERMINATION OF A COMPLETED APPLICATION

If HSD does not already have them on file, any or all of the following documents may be requested after applications have been determined eligible for review and rating. Agencies have four (4) business days from the date of written request to provide requested documents to the RFP coordinator:

1. A copy of the agency's current fiscal year's financial statements reports, consisting of the Balance Sheet, Income Statement and Statement of Cash Flows, certified by the agency's CFO, Finance Officer, or Board Treasurer.
2. A copy of the agency's most recent audit report.
3. A copy of the agency's most recent fiscal year-ending Form 990 report.
4. A current certificate of commercial liability insurance. Note: if selected to receive funding, the agency's insurance must conform to MASA requirements at the start of the contract.

V.   List of Attachments & Related Materials

Attachment 1:   Application Checklist
Attachment 2:   Application Cover Sheet
Attachment 3:   Summary of Proposed Deliverables
Attachment 4:   Proposed Program Budget
Attachment 5:   Proposed Site Detail Budget
Attachment 6:   Total Budget Itemized Costs
Attachment 7:   List of website reference
Attachment 8:   Site Visit Checklist
Attachment 9:   Nutrition Risk Screening
Attachment 10:   Cities and Regions of King County
Attachment 11:   Nutrition Transportation Services
Attachment 12:   Partnership Expectations

2017 Congregate Meal Program RFP
Application Checklist

This optional checklist is to help you ensure your application is complete 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 each section of the Narrative response?**
- Must not exceed 12 pages (8 ½ x 11), single spaced, double-sided, size 11 font, with 1 inch margins. An additional page of narrative is permitted for each additional meal site proposed, up to a maximum of 14 pages.
- Page count does not include the required forms (Attachments 2, 3, 4, 5 and 6) and supporting documents requested in this RFP.
- A completed narrative response addresses all of the following:

  ☐ Program Design Description (40%)
  ☐ Capacity and Experience (15%)
  ☐ Collaborations and Subcontracting (15%)
  ☐ Cultural Competency and Responsiveness (15%)
  ☐ Budget and Leveraging (15%)

☐ **Attached menus for 10 consecutive meals for each meal site?***

☐ **Completed Summary of Proposed Deliverables (Attachment 3)?***

☐ **Completed the full Proposed Program Budget (Attachment 4)?***

☐ **Completed the full Proposed Site Detail Budget for each meal site (Attachment 5)?***

☐ **Completed Total Budget Itemized Costs (Attachment 6)?***

☐ **Emailed the budget worksheets (Attachments 4, 5, and 6) if you are not using the online application system.** Budget worksheets should be emailed to the RFP coordinator (Angela.Miyamoto@Seattle.Gov).

☐ **Completed a Nutrition Transportation Services document for each site to be considered for this service (Attachment 11)?* This is not a required document.**

☐ **Attached the following supporting documents?***
  ☐ Roster of your current Board of Directors
  ☐ Minutes from your agency's last three Board of Directors meetings
  ☐ Current verification of nonprofit status or evidence of incorporation or status as a legal entity
  ☐ 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?

☐ **If you are proposing to provide any new services (for your agency), have you attached a start-up timeline for each meal site, beginning March 1, 2018.**

☐ **If you are proposing a significant collaboration or subcontracting with another agency, have you attached a signed letter of intent or collaboration from that agency's Director or other authorized representative?***

**These documents do not count against the 14-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, May 24, 2017**. Application packets received after this deadline will not be considered. See Section I for submission instructions.

City of Seattle
Human Services Department

2017 Congregate Meal Program RFP
Application Cover Sheet

1. Applicant Agency:	
2. Agency Executive Director:	

3. Agency Primary Contact

Name: Title:

Address:

Email:

Phone #:

4. Organization Type

☐ Non-Profit   ☐ For Profit   ☐ Public Agency   ☐ 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. Does the agency have the capacity to meet program expenses in advance of reimbursement?

☐ Yes ☐ No

Explain:

12. Partner Agency (if applicable):

Contact Name: Title:

Address:

Email: Phone Number:

Description of partner agency proposed activities including meal site name, as applicable:

13. Partner Agency (if applicable):

Contact Name: Title:

Address:

Email: Phone Number:

Description of partner agency proposed activities including meal site name, as applicable:

Authorized physical 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:

2017 Senior Nutrition Program Request for Proposal
Summary of Proposed Deliverables

Meal Site Name	Address	Days of week/Hours	Average Daily Attendance	# of meals/year	# of older adults served/year	Focus Population	Region	Tier/Unit Rate
Example: ADS Congregate Meal Site	123 5th Avenue Seattle, WA 98103	M, W, F 11:00 a.m. to 1:00 p.m.	40	6,240	125	Hispanic/Latino	Seattle	Tier 2/$6.75

1. Total Unduplicated Number of Participants Served per program year (12 months):
2. Total Number of Eligible Meals Served per program year (12 months):

2017 Congregate Meal Program RFP
Proposed Program Budget
January 1, 2018-December 31, 2018

Agency Name:			**Project/ Program:**				
Person Completing Form:			**Phone #:**				
Total Number of Meal Sites:			**Proposed Tier/Rate:**	**Overall Tier/Rate**		**Projected # of Meals Served**	
Total Program Budget:				$6.00			
Projected Number of Meals Served for Total Program:				$6.75			
				$8.00			

		Amount by Fund Source			
	Item	**Requested HSD Funding**	**Match/In-Kind**	**Fund Source**	**Other[1]**	**Total Project**
Personnel Services	**1000- Personnel Services**					
	1110 Salaries (Full- & Part-Time)	$ -	$ -	$ -	$ -	$ -
	1300 Fringe Benefits	$ -	$ -	$ -	$ -	$ -
	1400 Other Employee Benefits[2]	$ -	$ -	$ -	$ -	$ -
	TOTAL PROJECT PERSONNEL SERVICES	$ -	$ -	$ -	$ -	$ -
Supplies	**2000 - SUPPLIES**					
	2100 Office Supplies	$ -	$ -	$ -	$ -	$ -
	2200 Operating Supplies[3]	$ -	$ -	$ -	$ -	$ -
	2300 Repairs & Maintenance Supplies	$ -	$ -	$ -	$ -	$ -
	TOTAL PROJECT SUPPLIES	$ -	$ -	$ -	$ -	$ -
Other Services & Charges	**3000-4000 OTHER SERVICES & CHARGES**					
	3100 Expert & Consultant Services	$ -	$ -	$ -	$ -	$ -
	3140 Contractual Employment	$ -	$ -	$ -	$ -	$ -
	3150 Data Processing	$ -	$ -	$ -	$ -	$ -
	3190 Other Professional Services[4]	$ -	$ -	$ -	$ -	$ -
	3210 Telephone	$ -	$ -	$ -	$ -	$ -
	3220 Postage	$ -	$ -	$ -	$ -	$ -
	3300 Automobile Expense	$ -	$ -	$ -	$ -	$ -
	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[5]	$ -	$ -	$ -	$ -	$ -
	4999 Administrative Costs/Indirect Costs[6]	$ -	$ -	$ -	$ -	$ -
	TOTAL PROJECT OTHER SERVICES & CHARGES	$ -	$ -	$ -	$ -	$ -
	TOTAL EXPENDITURES	$ -	$ -	$ -	$ -	$ -

[6] 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?		Yes	No
If yes, provide the rate:			

2017 Congregate Meal Program RFP
Proposed Site Detail Budget
January 1, 2018-December 31, 2018

Agency Name:			Person Completing Form:		
Project/Program:			Phone Number:		
Site Name:				**Tier/Rate**	**Projected # of Meals Served**
Site Location:			Proposed Site Unit Tier/Rate: (select one)	$ 6.00	
Total Site Budget:	$			$ 6.75	
				$ 8.00	

1000- PERSONNEL SERVICES

Agency's Full-Time Equivalent (FTE) =			hours/week		Amount by Fund Source(s)				
Staff Name	Position Title	FTE	# of Hours Employed	Hourly Rate	Requested HSD Funding	Match/In-Kind	Fund Source	Other[1]	Total Site
									$ -
									$ -
									$ -
									$ -
									$ -
									$ -
									$ -
									$ -
									$ -
									$ -
									$ -
									$ -
									$ -
									$ -
				Subtotal - 1100 Salaries & Wages:	$ -	$ -	$ -	$ -	$ -
Personnel/Fringe Benefits:									
				FICA					$ -
				Pensions/Retirement					$ -
				Industrial Insurance					$ -
				Health/Dental					$ -
				Unemployment Compensation					$ -
				Subtotal - 1300 Personnel/Fringe Benefits:	$ -	$ -	$ -	$ -	$ -
				1400 Other Employee Benefits[2]					$ -
				TOTAL SITE PERSONNEL COSTS (SALARIES & BENEFITS):	$ -	$ -	$ -	$ -	$ -

2000 - SUPPLIES

				2100 Office Supplies					$ -
				2200 Operating Supplies[3]					$ -
				2300 Repairs & Maintenance Supplies					$ -
				TOTAL SITE PROJECT SUPPLIES	$ -	$ -	$ -	$ -	$ -

3000-4000 OTHER SERVICES & CHARGES

				3100 Expert & Consultant Services					$ -
				3140 Contractual Employment					$ -
				3150 Data Processing					$ -
				3190 Other Professional Services[4]					$ -
				3210 Telephone					$ -
				3220 Postage					$ -
				3300 Automobile Expense					$ -
				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[5]					$ -
				4999 Administrative Costs/Indirect Costs [6]					$ -
				TOTAL SITE OTHER SERVICES & CHARGES	$ -	$ -	$ -	$ -	$ -
TOTAL EXPENDITURES					$ -	$ -	$ -	$ -	$ -

2017 Congregate Meal Program RFP
Total Budget (Itemized Costs)
January 1, 2018-December 31, 2018

Agency Name:	
Project/Program:	
Person Completing Form:	
Phone Number:	

	SITE 1	SITE 2	SITE 3	SITE 4	SITE 5	SITE 6	SITE 7	SITE 8	SITE 9	SITE 10	SITE 11	SITE 12	SITE 13	SITE 14	SITE 15	SITE 16	SITE 17	SITE 18	SITE 19	SITE 20		Comments
												Amount											
[1] Identify specific funding sources included under the "Other" column(s) in the project budget:																					$ -	
																					$ -	
																					$ -	
[2] Other Employee Benefits - Itemize:																					$ -	
																					$ -	
																					$ -	
[3] Operating Supplies - Itemize (Do Not Include Office Supplies):																					$ -	
																					$ -	
																					$ -	
[4] Other Professional Services - Itemize below:																					$ -	
																					$ -	
																					$ -	
[5] Other Miscellaneous Expenses - Itemize:																					$ -	
																					$ -	
																					$ -	
[6] Administrative Costs/Indirect Costs - Itemize:																					$ -	
																					$ -	
																					$ -	
Total	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	

Website References

Senior Nutrition Program Standards:
https://www.dshs.wa.gov/sites/default/files/ALTSA/hcs/documents/SNPStandards.pdf

Public Health – Seattle and King County, WAC 246-215 Food Service:
http://apps.leg.wa.gov/wac/default.aspx?cite=246-215

National Aging Program Information System Congregate Meal Program Data Specifications:
http://www.agingkingcounty.org/wp-content/uploads/sites/185/2016/09/CongregateDataSpecs.pdf

2017 Congregate Meal Program RFP
Site Visit Checklist

Purpose: Determine if facility is appropriate for the program(s) described in the RFP proposal.

Name of Agency/Applicant: _____ Name of Site: _____

Site Address: _____

Y	N	
Y	N	1. *ACCESS: is the entrance and site easy to manage for seniors who may use assistance w/ walking such as a cane, walker, etc.?* *Reasonable access for Van (for senior shuttle, ACCESS Van), close to public transportation & not too far from car/van to entrance?* *Are stairs required at the entrance or to participate?* *Restrooms accessible*
Y	N	2. *Size and configuration: The space appears to be of sufficient size and configuration to offer the service(s) as described in the proposal.* *(Building Permit states occupancy)*
Y	N	3. *Safety: The facility/program space has been inspected by the Fire Department for safety. Agency has records to show successful inspection in the past year. (If not current, it will be a requirement for funding).* *Agency can point out emergency exits, fire extinguishers.* *Space seems safe for an elder and their belongings.*
Y	N	4. *Comfortable & Welcoming: well-lit space, clean, tables and chairs sturdy for elders* *Clear, inviting and culturally appropriate exterior and interior signage.*
☐ *Kitchen Permit or* ☐ *Donated Food Distributing Organization (DFDO) status w/ Public Health Dept.?*		
Y	N	5. *Up to date Kitchen permit posted, and most recent inspection available. Kitchen is clean*
Y	N	6. *If Donated Food Distributing Organization (DFDO): Currently or will this be new?* *3 compartment sink or two sink basins and a dishwasher w/ sanitizing cycle of 155F or hotter*
Y	N	7. *Sanitary Facilities: Provide a permanent separation between dining area and food preparation area when food is prepared and served in the same facility.* *Do they have the space to store food appropriate to the service they propose?* *Clean cupboards or storage for food and materials that keeps food enclosed, off the ground and away from toxics such as cleaning agents.* *Refrigerator/freezers have visible temperature controls (inside or out), clean.* *Place to wash hands w/ soap, paper towels.*
Comments:		

I have checked the property located at the address above to the best of my ability and find the following:

☐ Facility appears to be as described in the proposal and suitable for the services described in the proposal.
☐ Facility does not appear to be as described in the proposal.
☐ Facility does not appear to be suitable for the services described in the proposal.

Name of Human Services Department staff conducting site visit:
_____ Date:_____

Nutrition Risk Screening

Senior Nutrition Program Standards:

"Nutrition screening is a first step in identifying individuals at nutritional risk or with malnutrition. The OAA requires nutrition programs to provide nutrition risk screening. At a minimum, nutrition program service providers must administer the DETERMINE your Nutritional Risk checklist published by the Nutrition Screening Initiative (NSI) to participants and determine their nutrition risk scores."

Determine Your Nutritional Health

The warning signs of poor nutritional health are often overlooked. Use this checklist to find out if you or someone you know is at nutritional risk. Read the statements below. Circle the number in the yes column for those that apply to you or someone you know. For each yes answer, score the number in the box. Total your nutritional score.

	YES
I have an illness or condition that made me change the kind and /or amount of food I eat.	2
I eat fewer than two meals per day.	3
I eat few fruits or vegetables, or milk products.	2
I have three or more drinks of beer, liquor or wine almost every day.	2
I have tooth or mouth problems that make it hard for me to eat.	2
I don't always have enough money to buy the food I need.	4
I eat alone most of the time.	1
I take three or more different prescribed or over-the-counter drugs a day.	1
Without wanting to, I have lost or gained 10 pounds in the last six months.	2
I am not always physically able to shop, cook and/or feed myself.	2

TOTAL ⎯⎯⎯

Total your nutritional score. If it's--

0-2	Good! Recheck your nutritional score in six months.
3-5	You are at moderate nutritional risk. See what can be done to improve your eating habits and lifestyle. Your office on aging, senior nutrition program, senior citizens center or health department can help. Recheck your nutritional score in three months.
6 or more	You are at high nutritional risk. Bring this checklist the next time you see your doctor, dietitian or other qualified health or social service professional. Talk with them about any problems you may have. Ask for help to improve your nutritional health.

Cities and Regions of King County

Region	Cities
North	• Bothell • Kenmore • Lake Forest Park • Shoreline • Woodinville
Seattle	• Seattle Neighborhoods
East Urban	• Bellevue • Issaquah • Kirkland • Medina • Mercer Island • Newcastle • Beaux Arts • Redmond • Sammamish
East Rural	• Baring • Carnation • Duvall • Fall City • Gold Bar • North Bend • Preston • Skykomish • Snoqualmie
South Urban	• Auburn • Burien • Covington • Des Moines • Federal Way • Kent • Normandy Park • Redondo • Renton • Sea Tac • Tukwila • Vashon
South Rural	• Black Diamond • Enumclaw • Hobart • Maple Valley • Ravensdale

Complete list of Sub Region by Zip Code and City Name can be found here:
http://www.agingkingcounty.org/about-us/contracted-providers/
Under "Sub-Region by Zip Code"

Nutrition Transportation Services

Nutrition Transportation program helps older adults access meal sites across King County through shuttle services to meet their dietary needs, participate in other activities, and improve the quality of their lives. The sites receiving this service must be in King County and will be identified and/or approved by the ADS Nutrition Program Specialist. Sites will be selected based on service availability and ability to meet agency's needs.

Complete the information below for each site you would like considered for this service. Address the following attributes as well as your participants need for congregate meal service. Limit your response to no more than this page (one-side).

Applicant Agency:		Meal Program:
Site Location (Name and Address):		Hours and Days of the week:
Unduplicated number of participants (total):	Expected number of participants utilizing transportation service (total):	Expected number of participants utilizing transportation service per day, on average:

Please explain how your site is serving the focus population (see section VI of the guidelines and application):

Please explain how your site is serving a high percentage of clients facing mobility/transportation challenges:

Please explain if your site is in an area with limited transportation options (King County Metro, neighborhood shuttles) and/or if your site or agency's own transportation service:

Partnership Expectations

Applicant agency responsibility to include, but not limited to:

- Compliance with contract and program standards
- Technical assistance including data collection, generating reports, establishing a system to meet data and reporting requirements
- Record keeping and invoicing

Memorandum of agreement signed and dated by each party. To include, but not limited to:

- Program outreach
- Volunteer support including stipends or recruiting volunteers
- Staffing - responsibilities and obligations of each party
- Costs or payments, if any, to be paid or incurred by either party