



Community Living Connections Request for Qualification Information Session

October 9 and 10, 2018



Session Agenda

- Introduction
- Timeline
- HSD's Theory of Change
- Background & Requirements
- Submission Instructions
- Review and Rating Process
- Tips
- Appeal Process
- Q & A



Introduction

- This Community Living Connections Request for Qualification is a non-competitive process.
- No funds will be awarded as a result of this RFQ. Following the RFQ, qualified agencies will be invited to participate in a collaborative process to form a network of service providers.
- Approximately \$3,719,266.00 may be contracted as a result of this process for contracts beginning January, 2020.



Timeline (pg. 4)

- Funding Opportunity Announcement
Monday, October 1, 2018
- Information Session(s)
Tuesday, October 9, 2018, 1:30-3:30 pm
Mercer Island Library, 4400 88th Ave SE, Mercer Island, 98040

Wednesday, October 10, 2018; 9:30-11:30 am
King County Elections Alvine Room, 919 SW Grady Way, Renton, 98057
- Help Session
Tuesday, October 23, 2018, 1:30-4:30 pm
Delridge Library, 5423 Delridge Way SW, Seattle, 98106
*By appointment only
- Last Day to Submit Questions
Monday, October 29, 2018 by 12:00 p.m. (noon)
- **Application Deadline**
Thursday, November 8, 2018 by 12:00 p.m. (noon)
- Review & Rating Process
November 11, 2018 – December 13, 2018
- Planned Roster Notification
Wednesday, December 19, 2018
- Appeals Process
December 19, 2018 – December 26, 2018



HSD Theory of Change (pgs. 4-6)

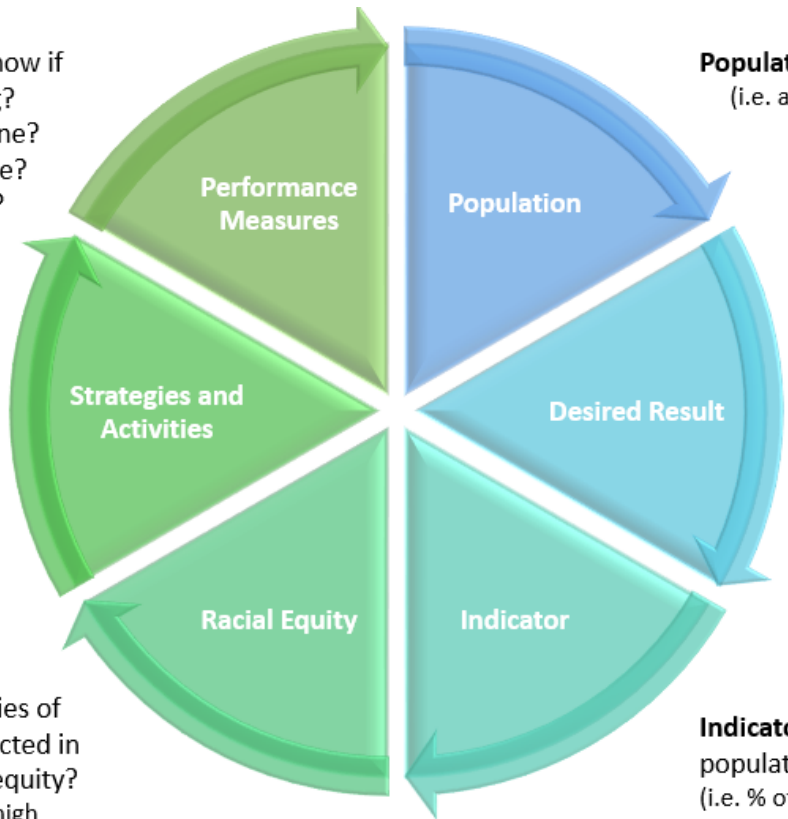
Uses Results-Based Accountability and leads with race

Performance Measures: How will we know if our strategies and activities are working?

- Quantity – how much was done?
- Quality – how well was it done?
- Impact – is anyone better off?

Strategies and Activities: What will we do to achieve the result. Strategies are broad; activities are specific.
(these are what we purchase in a contract)

Racial Equity: Who are the communities of color with the highest disparities reflected in the data? How do we work to create equity?
(i.e. % of youth of color graduating from high school on-time)



Population: Who do we want to affect?
(i.e. all children in Seattle)

Desired Result: What is the result we want for our population?
(i.e. all children graduate from high school on time)

Indicator: Why is this result needed? Also population level baseline data.
(i.e. % of youth graduating from high school on-time)



HSD Theory of Change cont. (pgs. 5-6)

HSD Theory of Change		
	Theory of Change Term	Definition & Action
Population Accountability	Population HSD Population Priority Population	Who we want to impact Action: Select the HSD Population Action: Describe the priority population within the HSD population
	Desired Result	What we want to achieve in the community Action: Select one of HSD's six impact areas
	Indicator(s) HSD Indicator(s)—REQUIRED Additional Indicator(s)—OPTIONAL	How we know if the desired result was achieved; it describes the wellbeing of the population Action: Select one or more of the HSD indicators that best measures population impact Action: Select one or more additional data points that more closely reflects the RFP/Q population impact; these must be an ongoing dataset or report
	Racial Disparity Indicator Data	Data depicting socioeconomic disparities and disproportionality between racial/ethnic populations Action: Describe the race/ethnic disparities based on data from the desired result, community engagement findings, or other data sources
Racial Equity Population Accountability	Focus Population	Which race/ethnic groups within the priority population show the highest disparities Action: Report data that shows the highest disparities in the investment area
	Population-Level Racial Equity Goal(s)	What we want to achieve in the focus population Action: What is the stretch goal for reducing and/or impacting the racial disparity data
	Strategies	What works to improve the wellbeing of the population Action: Describe the approach that aligns to the desired result and indicators and are informed by best or promising practices, cultural competency, and community engagement. (Are there specific strategies that need to be added for the focus population?)
Program Accountability	Activities if RFQ	What works to improve the wellbeing of the population Action: Describe the specific actions that align to the strategies and will be implemented by providers
	Performance Measure	How we know how well a program, agency, or service is doing Action: Describe what gets counted and how it will be measured: Quantity – how much; Quality – how well, Impact – who is better off Action: If applicable, indicate the contract type (pay-for-performance, etc.)
	Racial Equity Performance Measures	How we know how well a program, agency, or service is doing to address racial disparities Action: Summarize how racial equity performance will be measured within performance measures



Background & Requirements (pg. 6)

- Background
- Service/Program Model
- Criteria for Eligible Participants
- Populations
- Service Descriptions
- Expected Service Coverage
- Key Staff and Staffing Levels
- Eligibility, Data, and Contracting Requirements



Background (pg. 6-7)

- Aging and Disability Services – Area Agency on Aging
- Two-Step Process
- Community Living Connections
- Caregivers
- Information Access Challenges



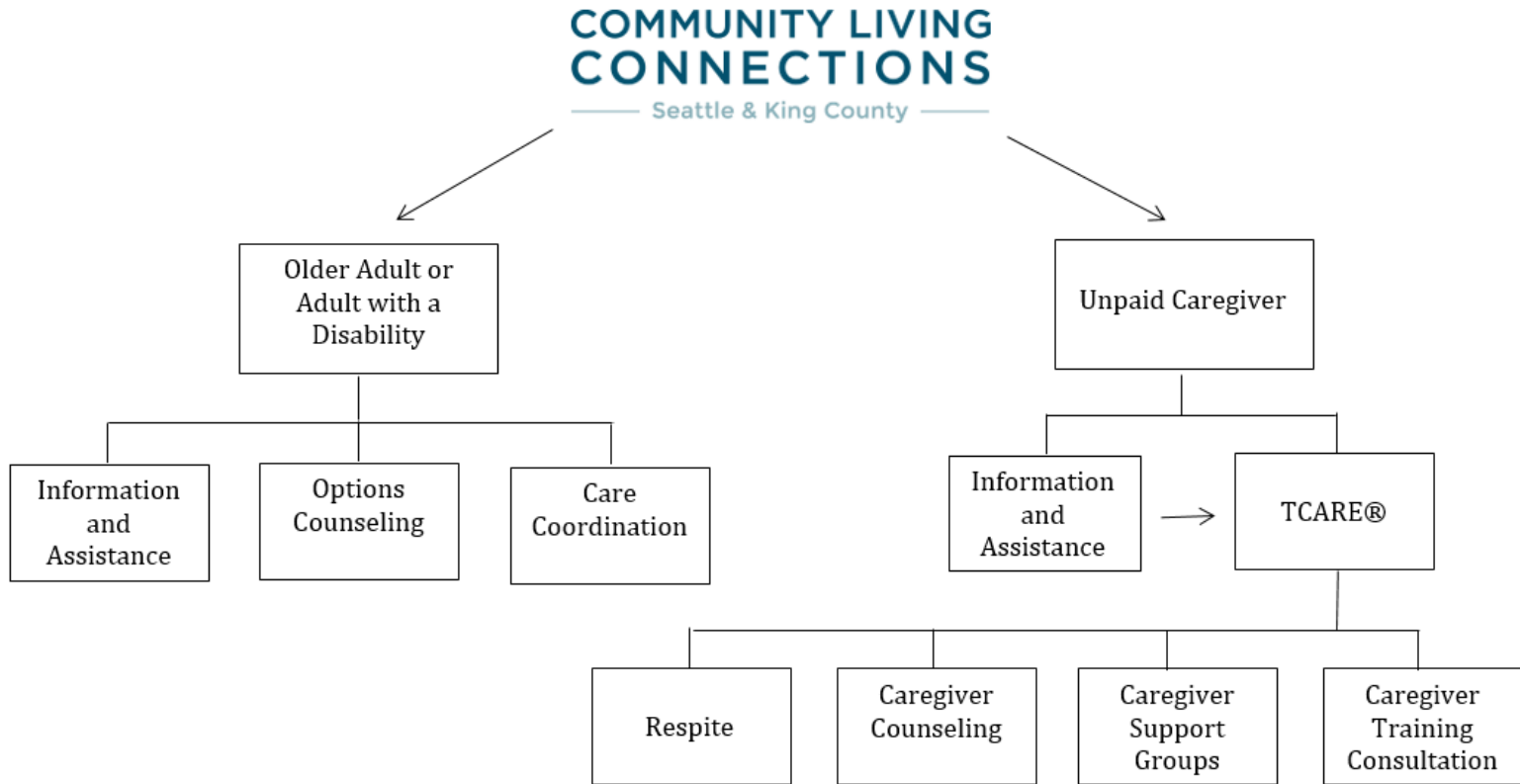
Service/Program Model (pgs. 7-8)

- Community Living Connections Contracted Network
- Regional Coordination
- Specialized Services for Caregivers
 - TCARE[®] - Caregiver Assessment



Program Model (pg. 31)

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Criteria for Eligible Participants (pg. 8-9)

- Community Living Connections
 - Adults 60+ and adults with disabilities 18+
 - Live in King County
- Specialized Services for Caregivers
 - Unpaid caregiver living in King County
 - Provide care to an adult 18+
 - Care receiver not on Medicaid Long-Term Care services
 - Care receiver not living in a nursing facility or adult family home



Population (pg. 9)

- Priority Population
 - Older adults 60+ residing in rural areas; greatest economic need; greatest social need
 - People 18+ with limited sensory abilities
- Focus Population
 - Black/African American



Service Descriptions (pg. 9-11)

- Information, Assistance, and Outreach
- Options Counseling
- Care Coordination
- Regional Coordination



Service Descriptions (pg. 11-13)

- Information, Assistance, and Outreach for Caregivers
- TCARE® - Caregiver Assessment
- Emergency Respite Coordination
- Respite Coordination
- Caregiver Counseling
- Caregiver Support Groups
- Caregiver Training/Consultation



Expected Service Coverage (pg. 13)

- King County
- Care Coordination
- Respite Coordination



Key Staff and Staffing Levels (pg. 13-14)

- Community Living Connections
- Specialized Services for Caregivers
- Participant Service General Guidelines



Specific Eligibility, Data, and Contracting (pg. 15)

- HSD Funding Opportunities Page
- Data Security Requirements
- GetCare



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



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Jason Johnson, Interim Director

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Funding Opportunities

The Seattle Human Services Department is one of the largest contributors to Seattle's safety net as it invests \$105 million in funding to over 170 agencies that support Seattle's most vulnerable residents each year.

The department works closely with our major community partners, including other public and nonprofit funders and grantees, to understand current and emerging human service needs, and to create and invest in a comprehensive and integrated regional human services system.

HSD is working to ensure that the City's limited resources are being directed to our most vulnerable residents and to programs that can best leverage the investments for maximum impact on achieving results and reducing disparities. HSD has issued its 2016 Notice of Funding Availability (NOFA) which provides an overview of HSD's impending funding opportunities for 2016.

[HSD Agency Minimum Eligibility Requirements](#)

[HSD Client Data and Program Reporting Requirements](#)

[HSD Contracting Requirements](#)

[HSD Funding Opportunity Selection Process](#)

[HSD Appeal Process](#)

[HSD Commitment to Funding Culturally Responsive Services](#)

[HSD Guiding Principles](#)

[HSD Master Agency Services Agreement Sample](#)

[HSD Theory of Change](#)

[HSD Results Based Accountability Plan](#)



Proposal Narrative and Rating Criteria (pg. 17)

- Section 1: Agency Qualification (100 Points Total)
 - 8 page maximum
 - 75 points, average minimum from rating committee
- Section 2: Service Qualification (10 Points per Service)
 - 1 page per service
 - 7.5 points, average minimum from rating committee
 - Summary of proposed service for each service (Attachment 8)



Rating Criteria (pg. 25)

Section 1: Agency Qualification	Point Value
Capacity and Experience	35 points
Partnership and Collaboration	30 points
Cultural Relevancy and Responsiveness	20 points
Financial Management and Leveraging Resources	15 points



Submission Instructions (pg. 16)

- Applications due on Thursday, November 8, 2018 at 12:00 (noon)
- Mail or hand deliver to:
Seattle Human Services Department
Request for Qualification Response – 2018 Community Living Connections
ATTN: Angela Miyamoto
700 Fifth Ave, Suite 5800
P.O. Box 34215
Seattle, WA 98124-4215
- Online at: <http://web6.seattle.gov/hsd/rfi/index.aspx>.
- **No faxed or e-mailed submissions**
- Applications must be complete and on-time



HSD Online Submission System



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

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

Available RFP / RFQs

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

RFP/RFQ ID :	201806
Name :	Community Living Connections RFQ
Deadline :	11/8/2018 12:00:00 PM Pacific Time



HSD Online Submission System (pg. 16)

- The system is NOT an online Application – no saving
- You may upload files up to a maximum of 100 MB
- Acceptable file types include: .pdf .doc .docx .rtf .xls .xlsx
- There are required fields to be completed. ***Ensure you allow sufficient time to complete the steps in order to submit your application by the deadline.***
- The system automatically sends a confirmation to all e-mail addresses you enter



Complete Applications (pg. 25-26)

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

Applications must include:

- Application Cover Sheet with a physical signature
- Narrative Response
- Summary of Proposed Services (for each service)
- Proof of status as: IRS nonprofit, legal entity incorporation, or tribe
- Current Board of Directors roster
- Minutes from last 3 Board of Directors meetings
- Federally approved Indirect rate, if applicable
- Current years financial statement reports
- Most recent audit report
- Most recent fiscal-year ending Form 990 report
- Current certificate of commercial liability insurance
- Start-up timeline for any new service
- Letter of intent if you are using another organization's facility



Tips

- Follow the required format defined in the Guidelines
- Be specific, detailed, and concise
- Answer the questions
- Apply for the services that is the best fit for your agency
- Have someone else read your application before submitting



Tips (continued)

- Meet the 8-page limit for section 1 and 1-page limit for section 2
- Use the application submission checklist
- Start early
- Review the Online Submission Assistance Page for helpful information: <http://web6.seattle.gov/hsd/rfi/help.aspx>
- ***E-mail questions by the Q&A deadline Monday, October 29 by 12:00 noon to Angela Miyamoto at Angela.Miyamoto@Seattle.Gov***



Application Help

How can the consultants help me?

- Consulting, proofreading and editing
- They will not write your proposal for you.

How do I contact them?

- Baker Consulting: kevin@thebakerconsulting.com

When can I contact the consultants?

- Consultants are available Monday, October 1, 2018 - Monday, November 5, 2018



Help Session

Tuesday, October 23, 2018, 1:30-4:30 pm

Delridge Library

5423 Delridge Way SW

Seattle, 98106

*By appointment only

Contact Angela.Miyamoto@Seattle.Gov to schedule an appointment.



Appeal Process

Applicants have the right to protest or appeal certain decisions

Grounds for Appeals:

- Violation of policies outlined in the Funding Process Manual
- Violation of policies or failure to adhere to guidelines or published criteria and/or procedures established in the funding opportunity

Appeals Deadlines:

- Appeals must be received within four (4) business days from the date of written application status (approved/denial)
- A written decision by the HSD Director will be made within four (4) business days of the receipt of the appeal. The HSD Director's decision is final.

<https://www.seattle.gov/Documents/Departments/HumanServices/Funding/NOFA/HSD%20Appeal%20Process%203.1.pdf>



Questions?

- Questions & Answers posted on RFQ website
- Only written answers are official
- Contact Angela Miyamoto at Angela.Miyamoto@Seattle.Gov with questions prior to Monday, October 29, 12:00 (noon)
- Any issues and/or questions about the online submission system, contact Mari Sugiyama, Funding Process Advisor, at (206) 684-0130 or Mari.Sugiyama@Seattle.Gov



Human Services

Jason Johnson, Interim Director

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Community Living Connections and Family Caregiver Support Program

Aging and Disability Services (ADS), a division of the Seattle Human Services Department, hosted two information sessions for the **Community Living Connections and Family Caregiver Support Program Collaborative Funding Process**. These programs support older adults, adults with disabilities, including specialized services for caregivers in King County. ADS, will host two information sessions about the Community Living Connections Request for Qualification (RFQ). Please attend one of the sessions to learn more information.

Tuesday, October 9

1:30-3:30 pm
Mercer Island Library
4400 88th Ave SE, Mercer Island, 98040

Wednesday, October 10

9:30-11:30 am
10 King County Elections, Alvine Room
919 SW Grady Way, Renton, 98057

To request an accommodation please contact Angela Miyamoto at Angela.Miyamoto@Seattle.Gov or 206-684-0230.

This two-step application process is intended to fund one proposal for a complete network of providers. For more information, see the posted FAQ and presentation materials.

Community Living Connections and Family Caregiver Support Program

[Community Living Connections RFQ Cover Letter](#)

[Community Living Connections RFQ Guidelines and Application \(PDF\)](#)

[Community Living Connections RFQ Application \(Word\)](#)

[Community Living Connections RFQ Attachment 2](#)

[Community Living Connections RFQ Attachment 8](#)

[Community Living Connections RFQ Additional Attachments](#)

[Frequently Asked Questions \(FAQ\)](#)

[Funding Process Overview \(contrast\)](#)

[Funding Process Overview \(color\)](#)

[Program Overview \(contrast\)](#)

[Program Overview \(color\)](#)