Question and Answer

Community Living Connections

2024 Request for Qualification

R	Program Area	Question	Answer
1	Budget and Proposed Deliverables Worksheet	For TCARE® - Caregiver Assessment, does the unduplicated count include people we reach with Step 1, Step 2, and Step 3—or are you just asking us for an unduplicated count for Step 3?	In the Budget and Proposed Deliverables Worksheet, applicants of TCARE® - Caregiver Assessment can include an unduplicated count of individuals served with all levels or TCARE® steps referenced in the service description of TCARE® - Caregiver Assessment. See Guidelines Section B - Service Descriptions, page 6-11.
2	Contract	What is the post-2025 application process going to look like? After 2025, will we have to reapply in a year, or will it just be a contract extension?	Initial awards will be made for the period of January 1, 2025 – December 31, 2025. Agreements may be renewed through the 2028 program year contingent upon performance and funding availability. Seattle Human Services Department (HSD) does not intend to repeat this process every year. See RFQ Guidelines, page 3.
3	Rating Criteria	Previously, Information & Assistance and Outreach were one category, but now they are two categories. Is there a benefit to applying for multiple categories? Are more points awarded if you apply for more categories?	Applications will be individually evaluated for qualification and service roster eligibility based on the rating criteria in the RFQ Application, page 17-27. Applicants can include any number of the services in a proposal. The rating criteria for the Service Qualification section of the RFQ Application is specific to each individual service. Applicants should respond to the set of questions for each service they intend to provide and should use rating criteria for the corresponding service as a guide as this is how the raters will score the application. Applications will also be evaluated for funding award where available and requested by an applicant. Points in the Agency Qualification, Service Qualification *and* Program Budget and Deliverables sections of the RFQ Application will be considered in the funding recommendation. Other factors in the funding recommendation include population served and service coverage, such as geographic region.
4	General	Do I understand correctly that this RFP seeks an org/agency to undertake all of the listed services?	No, individual applicants can include any number of the services described in the RFQ Guidelines in their proposal. HSD intends to fund a maximum of 21 proposals. Community Living Connections services should be available throughout the county as a whole system, or network of agencies. See Guidelines Section E, page 12-13 for more information on Expected Service Coverage.

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5	General	What types of orgs do you expect to apply?	This RFQ is open to any legally constituted entities meeting HSD Agency Minimum Eligibility Requirements and any additional requirements outlined in the guidelines.
6	General	How might I be email-informed of future RFP opportunities?	Prospective applicants can view HSD's Notice of Funding Availability, apply to open funding opportunities, and sign up for notifications about future funding processes at: https://www.seattle.gov/human-services/for-providers/funding-opportunities. HSD will not provide individual notice of changes and applicants are responsible for regularly checking this web page for answers to questions, process updates, clarifications, or amendments.
7	General	When are the information sessions?	HSD will offer two information sessions, one virtual and one in-person, which will be recorded and made available on HSD's Funding Opportunities webpage. Please refer to the Community Living Connections RFQ webpage https://www.seattle.gov/human-services/for-providers/funding-opportunities/2024-community-living-connections-rfq or page 4 of the RFQ Guidelines for more information on the sessions.
8	Submission	It looks like there are two options to submit an application: the online submission portal or email. The portal seems to involve some more steps. For example, it has required fields and does not support saving. Email appears more simple. Is the online submission portal preferred or is email-submission acceptable?	Applicants may apply through the HSD Online Submission System (http://web6.seattle.gov/hsd/rfi/index.aspx) OR via email HSD_RFP_RFQ_Email_Submissions@seattle.gov. Each submission option has specific instructions. Applicants should refer to the RFQ Application and links for submission options and instructions. See page 28. If you encounter issues with the online submission system, please email Sola Plumacher at sola.plumacher@seattle.gov
9	Submission	How many attachments are required? Is it 6?	The number of documents in a complete application depends on several factors, including what services an applicant is applying for, whether an agency is requesting funding, whether there is a fiscal sponsor, non-agency service site and more. Applicants should refer to RFQ Guidelines and Application document for formatting and document naming guidelines (page 16), and completed application requirements (page 28-29). Attachment 1 - Application

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			Checklist is also provided as a tool to help you ensure that your application is complete prior to submission.
10	General	Will the information session slides be available on the website?	A recording and information session slides will be made available on HSD's Funding Opportunities webpage. Please refer to the Community Living Connections RFQ webpage https://www.seattle.gov/human-services/for-providers/funding-opportunities/2024-community-living-connections-rfq and question 7.
11	Submission	Are multiple RFQ submissions acceptable?	HSD will consider your latest submission as the final submission if there are multiple attempts in applying. Once your application has been submitted, you will receive a written confirmation. If you encounter issues with the online submission system, please email Sola Plumacher at sola.plumacher@seattle.gov. See RFQ Guidelines and Application page 28.
12	Budget and Proposed Deliverables Worksheet	Are we to submit separate proposed budget for each service that we are applying for?	Only one Proposed Program Budget and Proposed Personnel Detail Budget is required for applicants requesting funding. Applicants should refer to and utilize the excel template which includes columns for "Requested HSD Funding for Services for Older Adults and Adults with Disabilities" and "Requested HSD Funding for Services for Caregivers." Costs for services proposed in those respective categories may be combined in the Proposed Program Budget and Proposed Personnel Detail Budget. These columns refer to the Service Descriptions and Participant Eligibility Criteria described in the RFQ Guidelines. Services for Caregivers are delineated in the RFQ Service Descriptions beginning on page 8.
13	General	How much time would you estimate it would take an applicant to prepare an application. Do you think someone who has experience doing this might need a week?	The time it may take an applicant to prepare an application is dependent on several factors, including the number of services an applicant is applying for, whether they are requesting funding, whether they need to gather letters of intent, and other factors.
14	General	Are electronic signatures acceptable?	A physical signature or verified electronic signature (i.e., Docusign) from an Authorized Representative of Applicant/Lead Agency is required on the RFQ Attachment 2 – Application Cover Sheet. Requested signatures on other attachments or Cover Sheet fields may be electronic.

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15	Rating Criteria	If an organization is going to collaborate with an applicant is there anything in the letter of intent that would be helpful to include?	Please refer to the application questions and corresponding rating criteria in RFQ Application Section 1 – Agency Qualification, Part B Partnerships and Collaboration, for information on how letters of intent and narrative pertaining to collaborations will be evaluated.
16	Guidelines	I see that the participant eligibility criteria states that available funding primarily is primarily for adults age 60+. What does this mean? Is it possible to get some funding for adults under age 60 with disabilities?	The funding available through this RFQ is a mix of federal, state and local dollars. Several of these fund sources have restrictions, including age or geography. Available funding to serve adults with disabilities under age 60 is limited. Applicants of Information Assistance and Care Coordination must show match in personnel costs to support service to adults with disabilities under age 60. HSD is not specifying a minimum required percentage of match. It is possible to be awarded funding to serve adults under age 60 with disabilities.
17	Guidelines	Can you clarify what you mean by only one applicant funded per region under the service coverage section and Region Coordination heading?	Section E of the RFQ Guidelines establishes service coverage requirements for Region Coordination, Care Coordination and Respite Coordination, which are services described in Section B of the RFQ Guidelines. Only one agency will be awarded funds for Region Coordination services per geographic region. Agencies may apply to be the Region Coordinator in more than one region
18	Guidelines	Qualification and educational experience requirements are outlined for Care Coordination. If agency calls it case management or client advocacy would these qualifications apply? Can they refer to these staff differently?	Individual agencies may have their own personnel classifications and position titles. The qualifications in Section G of the RFQ Guidelines would pertain to staff than an applicant proposes provide the respective services described in the RFQ Guidelines.

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19	General	Can we sign the coversheet using an e-signature?	Please see the response to Question 14.
20	General	Can you link to where official questions will be answered?	Responses to questions received by the Q&A deadline will be published on the HSD Funding Opportunities webpage: https://www.seattle.gov/human-services/for-providers/funding-opportunities/2024-community-living-connections-rfq
21	General	What is the current funding level and how many agencies are currently funded?	There are currently nineteen contracted agencies in 2024 whose contracts totals $5.7 million.
22	Guidelines	In some Native Hawaiian, Pacific Islander communities, elders are identified as 55+. Can we follow that guidance for this RFQ process?	HSD's Aging and Disability Services (ADS) division is the designated Area Agency on Aging (AAA) for King County chartered by the Older American's Act (OAA). For the fund source included in this opportunity, OAA defines older individuals as those who are 60 years of age or older. This funding opportunity also includes other funding sources that may serve the under 60 population, with restrictions. Applicants should refer to RFQ Guidelines Section C for information on participant eligibility.
23	Guidelines	Is there any guidance on the level of personnel match for I&A and Care Coordination?	HSD is not specifying a minimum required percentage of match. Applicants should refer to the RFQ Application rating criteria for more information on how proposed budgets will be evaluated.

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24	General	Do you anticipate awarding funding for Care Coordination in Seattle in the near future, or is the RFQ for this service just in case there are changes?	Agencies that are determined qualified will remain on service rosters for the duration of the investment period defined in the RFQ Guidelines. HSD may utilize Community Living Connections service rosters for informational purposes and in the event of service delivery changes or changes to funding availability. Proposals for Care Coordination services to focus populations in Seattle may be awarded funding through this RFQ.
25	General	How often will the Q&A form be updated?	Answers will be published 3-5 business days from receipt of question. The last update will be 3-5 days from RFQ Q&A deadline, which is May 15, 2024 12:00PM (noon) Pacific Time.
26	General	I'm assuming the questions we're asking today will be included in that document. Is that right?	Yes, all questions received during the information session will be included in the Q&A document.
27	General	Can HSD help us pull demographic data of clients we've previously served from GetCare to help us with our application?	All HSD ADS contracted providers have access to informational materials, how-to documents, and access to training and technical assistance with utilizing GetCare. Resources can be found on this page: https://www.agingkingcounty.org/getcare/ or in the GetCare Help Library. Service providers needing assistance with GetCare should contact their ADS Program Specialist to coordinate OR email ADS GetCare Trainers with their specific request. HSD is not able to make guarantees on timeliness for assistance with GetCare, the form it will take, and will not be responsible for ensuring that information produced in the process of GetCare technical assistance will meet RFQ Application criteria.
28	General	How many current CLC agencies are there?	See response to Question 21.

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R	Program Area	Question	Answer
29	General	How many agencies are currently contracted for Care Coordination?	There are currently four agencies contracted for Community Living Connections Care Coordination services. HSD ADS Care Coordination Program staff also provide Community Living Connections Care Coordination services to general populations in North, Seattle and South King County regions.
30	General	Was the information session recorded?	See response to Question 7 and 10.
31	Guidelines	Is there an intended award range?	HSD intends to fund a maximum of 21 Community Living Connections proposals. Applicants can include any number of the Community Living Connections services in a proposal.
32	Guidelines	Are applicants of Emergency Respite Coordination required to apply for other services?	Emergency Respite Coordination includes: outreach to develop relationships and establish vendor agreements; participant demographic gathering; and participant screening, which is TCARE® screening. See Guidelines page 9-10 for a complete service description. Demographics and TCARE® screening are recorded in GetCare, a state system used to track and record services funded by OAA and other fund sources. Applicants of Emergency Respite do not need to apply and be qualified through this RFQ for TCARE® - Caregiver Assessment, or Caregiver Outreach services for duties performed as part of the Emergency Respite Coordination role.
33	Guidelines	The RFQ states, "HSD/ADS intends to award funds to …agencies serving focus populations across geographic regions." Currently two of the care coordination providers provide services to Russian speakers and Deaf and Blind individuals. Neither of these populations are focus populations. Does this mean	Applicants may specialize in subgroups within the focus populations. Proposals that clearly describe a plan to address significant needs among other populations will also be considered.

R	Program Area	Question	Answer
		ADS will not fund care coordination for these populations in the current RFQ or other priority populations that are not BIPOC?	
34	General	Can you explain why there will be less funding in 2025 as compared to 2024?	The anticipated Seattle General Fund available through this RFQ is less than the amount in 2024 contracts. This reduction is a precautionary measure and part of an ongoing and iterative process. Additional funds may be considered upon completion of the City budget process.
35	General	Can you provide a breakdown of 2024 funding levels based on "Services for Older Adults and Adults with Disabilities" and "Services for Caregivers" similar to how you broke this down in the RFQ?	The 2024 contract budget for Community Living Connections includes the following: Services for Older Adults and Adults with Disabilities: $3,861,908, Services for Caregivers: $1,871,636
36	Guidelines	What is the budget for each service of Information, Assistance and Outreach, Regional Coordination, Care Coordination, TCARE Assessment and Care Planning, Respite and Emergency Respite Coordination, Caregiver Counseling, Support Groups, Training and Consultation?	HSD has specified overall funding amounts for 1) Services for Older Adults and Adults with Disabilities and 2) Services for Caregivers. HSD will not specify funding levels for services within each of these categories (e.g. Information and Assistance, Care Coordination, Support Groups). Distribution of funds for each service, and awards to agencies providing the services, will be determined based on the RFQ Application rating criteria. Other factors in the funding recommendation include population served and service coverage, such as geographic region.

R	Program Area	Question	Answer
37	Rating Criteria	Are letters of support recommended to demonstrate agencies collaboration?	See response to Question 15.
38	Budget and Proposed Deliverables Worksheet	When completing Attachment 6 for services to family caregivers, should we be noting the priority population percentages for the caregiver or care receiver? For example, very few of the caregivers will have "Physical, mental, sensory disabilities" or be "at risk of institutional placement" but many of their care receivers will. Should we note this distinction under "Other Priority Populations" or just focus on caregivers without considering the care receivers?	When completing Attachment 6 - Summary of Proposed Deliverables for Services for Caregivers, applicants can indicate individuals receiving care, or care receivers, that are a priority population under the "Other Priority Population(s)" category. As an example: "Other Priority Population(s): care receivers with sensory disabilities"
39	General	Was the information session recorded or could I access those slides?	See response to Question 7, 10 and 30.
40	Budget and Proposed Deliverables Worksheet	Can you provide definitions for 3100 Expert & Consultant Services and 3190 Other Professional Services. If we will be contracting with trainers or external social workers to provide caregiver trainings or run caregiver support groups, would that go under Expert &	Budget items follow Washington Budgeting, Accounting and Reporting System (BARS) classification of expenditures, which are defined here and are shared with service providers during contract development: https://www.seattle.gov/documents/Departments/HumanServices/Funding/Bars_Classification_of_Expenditures_by_Object_Guidelines.pdf Contracting for trainers or external social workers to provide services throughout the duration of the contract would be considered Other Professional Services.

R	Program Area	Question	Answer
		Consultant Services or Other Professional Services?	
41	Budget and Proposed Deliverables Worksheet	The RFQ states, "Service providers of Information and Assistance, and Care Coordination must include match in personnel costs to support service to adults with disabilities under age 60". Does this mean the match for I&A and CC personnel is only intended to allow us to serve people under 60 and we can request that ADS fund all personnel costs related to serving people 60 and over? For example if we expect that only 5% of our I&A clients will be under 60, can we provide matching funds to cover 5% of I&A staff salaries and then request funding from ADS to cover the 95% of their time serving people 60 and over?	Raters will use the RFQ Application rating criteria to evaluate program budgets. Applicant proposed budgets worksheets should include agency contribution, other financial or in-kind resources to support the program. Service providers of Information and Assistance, and Care Coordination must include match in personnel costs to support service to adults with disabilities under age 60. Match in personnel costs can be in addition to other agency contributions, and there is not a minimum percentage specified by HSD. Services for the under 60 population do not need to be funded solely from the agency match. Allocation of other available fund sources to serve the under 60 population, with restrictions, will be determined during the allocation process.
42	Cover Sheet	If we are applying to provide more services than pre-populated on the Cover Sheet, do I create a separate sheet and type on it?	Applicants can add a row to the Cover Sheet attachment. A .docx MS Word version of the RFQ Guidelines and Application is posted with the RFQ materials. Applicants should ensure that they include the information requested for each service: Service; Focus Population(s); Priority Population(s); Region(s) of King County; Are you requesting funding? Yes or No.

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43	Application	Are we supposed to enter our RFQ Application narrative into the RFQ Guidelines and Application Document?	Applicants should refer to RFQ Guidelines and Application document for formatting and document naming guidelines (page 16), and completed application requirements (page 28-29). Applicants are not required to enter narrative responses directly into the RFQ Guidelines and Application document.
44	Submission	Who should we contact if we have technical issues with email or online submission?	If you encounter issues with the online submission system or email submission, please email Sola Plumacher at sola.plumacher@seattle.gov.
45	Submission	When submitting, do you want the attachments (that don't count toward page limit) embedded in the application or at the end. For example, do you want the signed letters of intent in question #4 after partner agency names, or at the end of section 1, or at the end of the whole proposal?	Applicants should refer to RFQ Guidelines and Application document for formatting and document naming guidelines (page 16), and completed application requirements (page 28-29). Attachments do not need to be embedded in the Narrative Response.