



2018
Legal Services
Request for Qualification

TABLE OF CONTENTS

GUIDELINES		PAGE NUMBER
I.	Introduction	3
II.	Timeline	3
III.	HSD Guiding Principles <ul style="list-style-type: none"> • Vision • Mission • Values 	4
IV.	HSD's Results-Based Accountability Framework & Theory of Change	4
V.	HSD's Commitment to Funding Culturally Responsive Services	8
VI.	Investment Area Background & Program Requirements	8
	A. Overview of Investment Area	8
	B. Service/Program Model	9
	C. Criteria for Eligible Clients	10
	D. Priority Population and Focus Population	10
	E. Expected Service Components	10
	F. Expected Investment Outcomes and Performance Commitments	12
	G. Description of Key Staff and Staffing Level	12
	H. Other Regulations Applicable to the Investment Area	12
VII.	Agency Minimum Eligibility Requirements	13
VIII.	Client Data and Program Reporting Requirements	13
IX.	Selection Process	13
X.	Appeal Process	14

APPLICATION (Instructions and Materials)		PAGE NUMBER
I.	Submission Instructions & Deadline	16
II.	Format Instructions	17
III.	Narrative Program Design Description	17
	A. Experience and Capacity	17
	B. Program Design and Staffing	17
	C. Budget and Leveraging	18
IV.	Completed Application Requirements	18
V.	List of Attachments & Related Materials	18
	Attachment 1: Application Checklist	19
	Attachment 2: Application Cover Sheet	20
	Attachment 3: Proposed Program Budget	21
	Attachment 4: Proposed Personnel Detail Budget	23



2018 Legal Services Request for Qualification

GUIDELINES

I. Introduction

The Aging and Disability Services Division of the City of Seattle Human Services Department (HSD) is pleased to issue a non-competitive Request for Qualification (RFQ) for Legal Services. The purpose of this RFQ is to establish a roster of parties qualified to provide Legal Services for older adults in King County.

This RFQ is the first step in a two-step procurement process for the selection of one agency to provide Legal Services. HSD may issue a competitive Request for Proposal (RFP) should more than one party be found to be pre-qualified through this process. Only those parties who respond to the RFQ, and are pre-qualified through this process, are eligible to apply to a future Legal Services RFP. Information contained in the RFQ will serve as the basis for more detailed specifications and requirements of an RFP.

Legal Services funding is available from Title III-B of the Older Americans Act. Projected allocation for Legal Services is approximately \$191,232 for calendar year 2019. Applicants should be aware that funding levels may change.

All materials and updates to the RFQ 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 RFQ 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 RFQ, please contact Allison Boll via email at Allison.Boll@seattle.gov

II. Timeline

Request for Qualification Released	Thursday, February 1, 2018
Last Day to Submit Questions	Wednesday, February 21, 2018 by 12:00p.m. (noon)
Application Deadline	Wednesday, March 7, 2018 by 12:00 p.m. (noon)
Planned Notification	Thursday, March 22, 2018

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

III. HSD Guiding Principles

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

Vision – Healthy Communities, Healthy Families

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.

Through the lens of equity, HSD supports programs, initiatives, and policies that address six key impact areas:

Preparing Youth for Success
Supporting Affordability and Livability
Addressing Homelessness
Promoting Public Health
Supporting Safe Communities, Safe Lives
Promoting Healthy Aging

IV. HSD's Results-Based Accountability Framework & Theory of Change

HSD has developed a results-driven investment strategy modeled after Results Based Accountability (RBA)¹. RBA helps HSD move from ideas to action and ensure that the department's work is making a real difference in the lives of vulnerable people. This framework also helps ensure that HSD is a highly functional, accountable organization that is leading the way toward addressing community disparities.

The RBA Framework helps HSD to:

¹ Friedman, M. (2005) Trying Hard Is Not Good Enough: How to Produce Measurable Improvements for Customers and Communities: FPSI Publishing

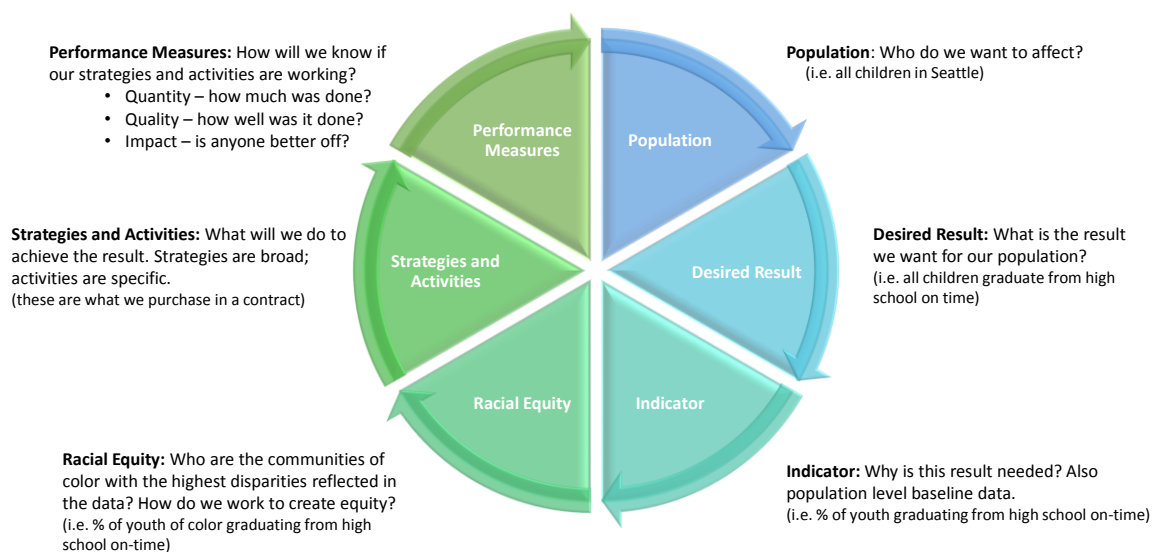
- **DEFINE** the desired results for the department’s investments;
- **ALIGN** the department’s resources to the desired results; and
- **EVALUATE** the result progress to ensure return on investment.

HSD has developed a **Theory of Change** for funding processes to ensure 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. In 2018, HSD, as directed by [Ordinance 125474](#), will begin identifying gender disparity data and including gender equity goals in future funding processes.

All investments resulting from this funding opportunity will demonstrate alignment with HSD’s theory of change towards achieving the desired result of: Affordability and Livability

HSD Theory of Change

Uses RBA and leads with race



Updated 9/2017

Legal Services 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.

Population Accountability	Population	
	HSD Population	Adults age 60+ living in King County
	Priority Population	Adults age 60+ living in King County: <ul style="list-style-type: none"> • With legal problems in major statutory categories • Residing in rural areas • In greatest economic need (income at or below federal poverty guidelines) • In greatest social need
	Desired Result	All people in King County are able to meet their basic needs.
Population Accountability	Indicator(s)	
	HSD Indicator(s)--REQUIRED	% of adults age 60+ living in poverty
	Additional Indicator(s)--OPTIONAL	% of adults age 60+ accessing statewide benefits including economic services, aging and long-term support and medical benefits. ²
Population Accountability Racial Equity	Racial Disparity Indicator Data	<p>Poverty: Among the 60+ population: Black/African American older adults are 2.5 times, and Asian and Hispanic/Latino older adults are twice more likely to live below the poverty level compared to Whites.³</p> <p>Data for numerically small groups (racial, ethnic, or based on other traits) rarely produces enough respondents to make a robust sample. National data, however, indicates that American Indian/Alaskan Natives have rates of poverty that are close to that of Black/African Americans, and Native Hawaiian/Pacific Islanders have rates of poverty that are close to that of Asian and Hispanic/Latino populations.⁴</p>

² Client Counts and Direct Service Expenditures: Washington State Department of Social and Health Services, Research and Data Analysis, Client Services Database

³ U.S. Census Bureau, American Community Survey, Public Use Micro Sample, 2010-2014

⁴ U.S. Census Bureau, American Community Survey, 2011-2015

		Legal issues: Among those who are low income: non-Whites experience a greater number of legal problems than Whites. Across demographic groups, Black/African American and American Indian/Alaska Native populations experience the highest rates of legal problems. ⁵
	Focus Population	Older adult (60+) People of Color, with an emphasis on populations identified in the racial disparity indicator data.
	Population-Level Racial Equity Goal(s)	Older adult (60+) People of Color access statewide benefits including economic services, aging and long-term support and medical benefits at the same rate as white non-Hispanic older adults.
Program Accountability	Strategies	Legal services
	Activities if RFQ	Individual Legal Assistance and Representation Group Legal Representation Organizational Representation Education and Training Resource Development
	Performance Measure	Quantity <ul style="list-style-type: none"> # of clients accessing Legal Services, aggregated with breakdown by race/ethnicity and other demographic attributes # of substantive cases # of hours of Legal Services, by area of law # of hours of Legal Services, by activity Quantity – Professional Measures <ul style="list-style-type: none"> # of professionals receiving consultation # of trainings delivered to professionals Quality <ul style="list-style-type: none"> % of professionals satisfied with quality of education and training activities as measured by a survey % of professionals who indicate a better understanding of legal system, legal options, public benefits, and/or entitlements as measured by a survey of education and training activities Impact <ul style="list-style-type: none"> % of resolved cases
	Racial Equity Performance Measures	<ul style="list-style-type: none"> % of older adult (60+) People of Color accessing Legal Services % of cases resolved for older adults (60+) by race/ethnicity category

⁵ Washington State University's Social and Economic Science Research Center (SERC). 2015 Civil Legal Needs Study Update

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”.⁶ 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”.⁷

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 state-designated Area Agency on Aging serving older adults and adults with disabilities in King County. ADS receives Older Americans Act funds to support programs and services that allow older adults to stay independent in their homes and communities, with optimized choice and individual autonomy, to the maximum extent practicable.

A. Overview of Investment Area

Legal Services is a required program under Title III-B of the Older Americans Act. The purpose of Legal Services is to provide access to the justice system by offering advice and representation related to non-criminal legal issues impacting older adults in King County.

⁶ Coyne, C. (2001) “Cultural Competency: Reaching Out to All Populations”. PT Magazine, pgs. 44-50.

⁷ York, S. (2003) Roots and Wings: Affirming Culture in Early Childhood Programs. St. Paul, MN: Redleaf Press, pg. 161.

Legal Services will be provided to older individuals, groups or classes of older individuals, organizations, and professionals working with older individuals. The primary goals of Legal Services are to enhance the capacity of older adults and the aging services network to secure and protect essential rights, benefits, and opportunities; to effect favorable changes in laws and regulations affecting older adults; and to develop public and private resources that benefit older adults.

B. Service/Program Model

ADS seeks to foster a cost-effective, high-quality service that is integrated into the aging services network. The Legal Services program will support professionals and volunteers who are working with eligible clients by providing answers to direct questions, research, and consultation related to legal issues, laws and rules. Referrals for Legal Services will come from other legal providers, as well as from entities such as the Area Agency on Aging, Washington Department of Social and Health Services, Long Term Care Ombudsman Program, Adult Protective Services, Community Living Connections, and Family Caregiver Support Program. Legal Services program staff will generate appropriate referrals by delivering presentations and training to professionals in diverse communities and settings where priority and focus populations are likely to be served.

The Older Americans Act fund source mandates focusing limited resources on priority areas of law to maximize the impact those resources have on meeting critical needs and protecting essential rights. Legal Services program staff are required to prioritize Legal Services related to the following areas of law. Consideration may also be given to the existence and availability of other resources to meet the legal needs of older individuals.

Priority Areas of Law

<i>Major Statutory Categories⁸</i>	<i>Issue Areas</i>
Income maintenance	Social Security, Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), Veterans Benefits, unemployment compensation, other public entitlements
Health care	Charity Care, Medicaid, Medicare, billing and collection practices, private insurance, denial of benefits
Long-term care	Home and Community Based Services, long term care facilities
Nutrition	Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF)
Housing	Private landlord/tenant, public housing, eviction, mobile housing, mortgage foreclosures, predatory lending practices, federally subsidized housing
Utilities	Utility shut offs, collection, energy issues, public utilities
Age discrimination	Credit, housing, employment
Protective services, defense of guardianship, abuse, and neglect	Disability rights, mental health, substitute decision making, financial exploitation, including debt and credit related problems, and other individual rights

Aging and Disability Services, as the largest designated Area Agency on Aging in Washington State, expects that a Legal Services provider will demonstrate leadership in support of a comprehensive statewide system to protect essential rights and benefits of older adults. Legal Services program staff will serve eligible clients individually, as well as work on behalf of the broader older adult population, by providing individual administrative and judicial representation, group legal representation, and organizational representation. The Legal Services program will provide legislative and administrative/rulemaking information, analysis, and advocacy on broad elder rights issues where systemic change in policy, law or procedure is needed; as well as on high priority legal issues that call for coordinated efforts regionally or statewide. Legal Services program staff will form partnerships with

⁸ Major statutory categories of law are defined by the Older Americans Act fund source.

other legal and advocacy organizations to develop and expand non-lawyer and pro bono legal resources for older adults. Service components are detailed in Section VI-D.

C. Criteria for Eligible Clients

The program will provide services directly to and on behalf of individuals or groups of individuals who meet the following criteria:

1. Persons who are sixty (60) years of age and older.
2. Residents of King County.

D. Priority Population and Focus Population

Priority populations are identified as a group (or groups) comprising a specific demographic (seniors, youth, families, etc.) or having a specific issue in common (homelessness, mental health, violence involved, etc.).

Priority populations for legal services are defined by the Older Americans Act funding source and include older adults (60+):

- With legal problems in major statutory categories
- Residing in rural areas
- In greatest economic need
- In 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 population and with data showing the highest disparities in the investment area. Priority populations and focus populations for this funding are based on HSD's Results-Based Accountability Framework and ensures that the department's investments are dedicated to addressing disparities in the population.

Given the data provided, focus population(s) for this investment opportunity are:

- Older Adult (60+) People of Color, with an emphasis on the populations identified in the Theory of Change racial disparity indicator data (page 6).

This RFQ will serve as the basis for more detailed specifications and requirements of a competitive Request for Proposal(RFP). RFP applicants will be asked to describe how they intend to address the disparities in the focus population.

E. Expected Service Components

A Legal Services provider will be expected to offer each of the following service components. Nothing in this section is intended to prohibit any attorney from providing any form of legal assistance to an eligible client, or to interfere with the fulfillment of any attorney's professional responsibilities to a client.

Intake/Case Handling

Referrals for Legal services are handled in a proactive, seamless, and client-friendly manner.

Intake standards include: procedures for non-acceptance of cases, case acceptance, emergency case

acceptance, retainer agreements, and grievance procedures. Case acceptance processes include: consideration of age, type of legal problem, priority of legal problem, minority or limited English-speaking status, fee generating possibilities, extent of legal expertise required, impact on present caseloads, urgency of problem, and available alternatives. The use of an older person's income or resources to deny or limit that person's receipt of services is prohibited as per the Older Americans Act fund source.

Individual Legal Assistance and Representation

Legal Services provides an avenue for resolution to individual legal problems by offering culturally and linguistically appropriate:

- Representation in judicial proceedings, administrative hearings, private negotiations, or dispute resolution.
- Legal advice and brief legal services such as phone calls, letter writing, document review and drafting, negotiation.
- Referrals to other legal and non-legal assistance where other resources are available and appropriate to address the legal needs of older individuals.

Group Legal Representation

Legal Services provides representation of groups or classes composed of more than 100 eligible clients.

Group Representation also includes:

- Identifying and analyzing proposed legislation affecting the rights or resources of more than 100 eligible clients.
- Responding to inquiries about such legislation or the legislative process from eligible clients, organizations that advocate for eligible clients, or legislators.
- Provision of advocacy before legislative bodies, provided that hours spent on legislative advocacy are reimbursable only when directed toward legislative issues agreed upon between the contractor and Seattle Human Services Department Aging and Disability Services.
- Providing information, analysis, and advocacy before Federal, State, and Local agencies with respect to rules, regulations, and procedures affecting the rights or resources of groups of more than 100 eligible clients.

Organizational Representation

Legal Services provides representation of organizations, groups, and coalitions who work on priority areas of the law and on issues and advocacy affecting older adults.

Education and Training

Legal Services supports a network of professionals working directly with, and on behalf of, older adults in diverse communities and settings. Education and training includes:

- Providing answers to direct questions; research; and consultation related to issues, laws and rules affecting the rights and resources of eligible clients.
- Offering presentations and trainings to professionals with respect to specific cases and issues relating to the rights and resources of eligible clients.
- Producing educational information concerning the rights and resources of eligible clients, including written materials, addressed to professionals, advocates, or eligible clients.

Resource Development

Legal Services supports the development and expansion of non-lawyer and pro bono lawyer advocacy to maximize resources and increase access to legal assistance for older adults. Resource Development includes:

- Coordination with local and statewide legal and non-legal advocacy organizations, such as: Long-Term Care Ombudsman program, Washington State Department of Social and Health Services, Adult

Protective Services, designated Legal Services Corporation project grantees, bar associations, and groups furnishing services to older individuals on a pro-bono basis.

- Training volunteer legal advocates and private attorneys.
- Developing agreements concerning conflicts of interest, case acceptance, confidentiality measures, referrals, training, and technical assistance.
- Regular communication with Seattle Human Services Department Aging and Disability Services to ensure awareness of the legal needs of older adults.

F. Expected Investment Outcomes and Performance Commitments

The desired result of HSD's investment in Legal Services is: all people in King County are able to meet their basic needs. HSD anticipates Legal Services will effectively serve the focus populations and move the community toward this desired result, as demonstrated by the performance measures outlined in the Theory of Change (page 6).

Contracts awarded for Legal Services under a future funding process will be paid on a unit rate, with the unit being one hour of Legal Service. The estimated minimum performance level expected of a contracted Legal Services provider in calendar year 2019 is 1,400 hours. This estimate reflects services contracted by Seattle Human Services Department Aging and Disability Services in calendar year 2017 with Older Americans Act III-B funding. The final unit rate and performance commitment for Legal Services will be determined during contract negotiations, and will be based on available funding, the proposed budget and agreed upon number of hours and clients to be served by the program.

G. Description of Key Staff and Staffing Level

Legal Services providers must have an adequate number of qualified personnel to meet the estimated minimum performance level described in Section VI-F, or a plan to build staff capacity in a short time. Legal Services program personnel may include attorneys, paralegals and/or law students. Counseling or other appropriate assistance may be provided by a nonlawyer where permitted by law.

- Paralegals, law students, and non-lawyer program personnel must operate under direct and regular supervision of an identified, licensed attorney.
- Program personnel must have experience in specific areas of law affecting older persons in economic or social need, including priority areas of law set forth in Section VI-B of this RFQ
- Program personnel must be knowledgeable about and adhere to the Rules of Professional Conduct of the Washington State Bar Association listed in Section VI-H.
- Program attorneys and supervising attorneys must be licensed to practice law in Washington State.
- Supervising attorneys must have a minimum of two years of legal services practice.

H. Other Regulations Applicable to the Investment Area

Legal Services providers must also comply with the standards and regulations listed below:

- Washington State Legal Services Program Standards ([Aging and Long-Term Support Administration Long-Term Care Manual, Chapter 14, Legal Services](#))
- Washington State Bar Association Rules of Professional Conduct (http://www.courts.wa.gov/court_rules/?fa=court_rules.list&group=ga&set=RPC)
- Federal Older Americans Act Regulations ([Section 306 OAA, at 42 USC 3026 Older Americans Act Title III, Part B, Legal Assistance, 45 CFR 1321.71 Legal Assistance](#))

VII. Agency Minimum Eligibility Requirements

Applications for this RFQ 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 a minimum of two years of successful experience providing all the identified service components of Legal Services in Washington State.
- Must have an established site or office in King County.

VIII. Client Data and Program Reporting Requirements

Agencies awarded Legal Services funding in a future RFP process will be required to collect and report aggregate 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 will be required to submit reports electronically to ADS. 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 state Community Living Connections (CLC-GetCare) system for aggregate demographic data entry and reporting.

IX. Selection Process

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 placed on the roster. All completed applications turned in on or before the deadline will be reviewed by HSD staff. To be found eligible to be placed on the Legal Services roster, applicants must:

- Submit a complete proposal, including narrative questions and attachments;
- Demonstrate that they meet the Minimum Agency Eligibility Requirements in Section VII; and
- Demonstrate that they meet the criteria of a qualified Legal Services provider, as outlined in Section III of the Application Instructions and Materials.

HSD staff will evaluate each proposal for completeness, including addressing all narrative questions and required attachments. Staff will forward recommendations to the HSD Director. Notification of roster eligibility will be

sent to the Executive Director of the applicant organization (or similar level agency management staff indicated on the Application Cover Sheet)

Applications not meeting requirements of 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 reviewed 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 recommendations to the HSD Director.

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

HSD reserves the right to make a determination without further discussion of the proposal submitted. Therefore, the application should be submitted on the most favorable terms. HSD also reserves all rights not expressly stated in the RFQ, including making no selection

X. Appeal Process

An applicant is any legal entity that has responded to a formal funding or qualifications process conducted by the City of Seattle Human Services Department in soliciting applications for the provision of defined services.

Upon written notification from HSD of an ineligible, incomplete, or unfunded proposal, applicants have the right to protest or appeal the decision **within four (4) business days** of the written notification.

Grounds for Appeals:

Only an appeal alleging an issue concerning the following will be considered:

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

Appeal Format and Content:

The applicant must file an appeal within the required deadline and follow the proper format. All appeals shall be in writing and include: 1) Agency name, mailing address, phone number and name of individual responsible for submission of the appeal; 2) The specific funding opportunity title; 3) The specific action or decision being appealed; 4) The grounds for the appeal including specific facts; 5) Requested relief or corrective action; 6) Statement of efforts made 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) Signature of the Agency's Executive Director or similar level agency management staff.

Appeals must be e-mailed to: Catherine.Lester@seattle.gov, or delivered to: Catherine Lester, Director, Seattle Human Services Department, 700 5th Avenue, Suite 5800, Seattle, WA 98124-4125. HSD is not responsible for ensuring that an appeal is received within the 4-day deadline.

Response to Appellant Organizations:

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 four (4) business days of the receipt of the appeal. 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. The HSD Director's decision is final.



Seattle Human Services

2018

Legal Services

Request for Qualification

APPLICATION

Instructions and Materials

This Application Instructions and Materials packet contains information and materials for respondents applying for the 2018 Legal Services Request for Qualification. The RFQ guidelines is a separate document that outlines the RFQ notification process and provides more details on the service and funding requirements.

I. Submission Instructions & Deadline

Completed application packets are due by 12:00 p.m. (noon) on Wednesday, March 7, 2018.

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. (noon) deadline on **Wednesday, March 7, 2018.** *Late proposals will not be accepted or reviewed for roster 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
Request for Qualification Response – Legal Services
Attn: Allison Boll

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

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

II. Format Instructions

- A. Applications will be reviewed only on the information requested and outlined in this RFQ 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 reviewed.
- 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 3 pages including the narrative section. The requested attachments do not count towards the page limit. Pages which exceed the page limitation will not be included in the review.
- 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. Narrative

Write a narrative response to sections A – C. Answer each section completely according to the questions. Do not exceed a total of 3 pages for sections A – C combined.

NARRATIVE QUESTIONS

1. EXPERIENCE AND CAPACITY

1. Describe how undertaking the provision of Legal Services aligns with the mission of your agency.
2. Describe your agency's experience providing the service components described in Section VI-E. Please address all the expected components, including examples of your success in:
 - Individual legal assistance and representation, including representation in judicial and administrative hearings
 - Group legal representation, including legislative and administrative/rulemaking information, analysis, and advocacy on broad elder rights issues
 - Organizational representation
 - Education and training
 - Resource development to expand non-lawyer and pro bono lawyer advocacy

A qualified applicant meets the following criteria:

- Description of agency mission demonstrates alignment with Legal Services program goal of securing and protecting essential rights, benefits, and opportunities for older adults in greatest economic and social need.
- Description of applicant experience demonstrates a minimum of two years of successful experience providing all the service components of Legal Services in Washington state.

2. PROGRAM DESIGN AND STAFFING

1. Describe your plan for staff recruitment, training, and supervision for the program.
2. Complete the Proposed Personnel Detail Budget (Attachment 4; this does not count toward the 3-page narrative limit).
3. Attach a bio statement for all key personnel who will have a significant role in program coordination and service delivery (This attachment does not count toward the 3-page narrative limit). Bio statements should describe the experience of each staff person, including experience in priority areas of law established in Section VI-B of this RFQ. Please include license #s, if applicable to personnel role.

4. Attach one copy of your current organization chart (This attachment does not count toward the 3-page narrative limit).

A qualified applicant meets the following criteria:

- Applicant has an adequate number of qualified personnel to meet the estimated minimum performance level described in Section VI-F, or a plan to build staff capacity in a short time.
- Paralegals, law students, and non-lawyer program personnel operate under direct and regular supervision of an identified, licensed attorney.
- Supervising attorneys have a minimum of two years of legal services practice.
- Program attorneys and supervising attorneys are licensed to practice law in Washington State.
- Program personnel bio statements reflect experience in specific areas of law affecting older persons in economic or social need, including the priority areas of law established in Section VI-B.

3. BUDGET AND LEVERAGING

1. Describe sources and uses of other funds that are typically part of your annual operating budget. Please identify any other resources and amounts that will support participants served by this program and explain how Legal Services funding would be used to maintain or increase legal assistance provided to older adults by your agency.
2. Complete the Proposed Program Budget and Personnel forms (Attachment 3 and 4; these do not count toward the 3-page narrative limit). Please include other resources and amounts that will be used to support participants served by this program.

A qualified applicant meets the following criteria:

- Applicant identifies other funds to be used with any funds awarded in a future Legal Services funding process.
- Applicant provides evidence that Legal Services funding will be used to maintain or increase legal assistance provided to older adults.

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:

1. A completed and signed one-page Application Cover Sheet (Attachment 2).
2. A completed Narrative response (see Sections II & III for instructions).
3. A completed Proposed Program Budget (Attachment 3).
4. A completed Proposed Personnel Detail Budget (Attachment 4).
5. Program personnel bio statements.
6. A current organization chart.
7. 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.
8. 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.

V. List of Attachments & Related Materials

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

2018 Legal Services Request for Qualification 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 1-page Application Cover Sheet (Attachment 2)?***
- ☐ **Completed each section of the Narrative response?**
 - Must not exceed 3 pages (8 ½ x 11), single spaced, double-sided, size 11 font, with 1 inch margins.
 - Page count does not include the required forms (Attachments 2, 3 and 4) and supporting documents requested in this RFQ.
 - A completed narrative response addresses all of the following:
 - ☐ Experience and Capacity
 - ☐ Program Design and Staffing
 - ☐ Budget and Leveraging
- ☐ **Completed the full Proposed Program Budget (Attachment 3)?***
- ☐ **Completed the full Proposed Personnel Detail Budget (Attachment 4)?***
- ☐ **Attached the following supporting documents?***
 - ☐ 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?
 - ☐ Program personnel bio statements
 - ☐ A current organization chart

**These documents do not count against the 3-page limit for the proposal narrative section.*

All applications are due to the City of Seattle Human Services Department by **12:00p.m. (noon) on Wednesday, March 7th, 2018**. Application packets received after this deadline will not be considered. See Section I for submission instructions.



2018 Legal Services Request for Qualification

Application Cover Sheet

1. Applicant Agency:			
2. Agency Executive Director:			
3. Agency Primary Contact Name: _____ Title: _____ Address: _____ Email: _____ Phone #: _____			
4. Organization Type <input type="checkbox"/> Non-Profit <input type="checkbox"/> For Profit <input type="checkbox"/> Public Agency <input type="checkbox"/> Other (Specify): _____			
5. Federal Tax ID or EIN:		6. DUNS Number:	
7. WA Business License Number:			
8. Proposed Program Name:			
9. King County office or site address (if different than above):			
Authorized physical signature of applicant/lead agency <i>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.</i> Name and Title of Authorized Representative: _____ Signature of Authorized Representative: _____ Date: _____			

2018 Legal Services Request for Qualification

Proposed Program Budget January 1, 2019– December 31, 2019

Applicant Agency Name:	
Proposed Program Name:	

Item	Amount by Fund Source				Total Project
	Title III-B \$191,232	Other ¹	Other ¹	Other ¹	
1000 - PERSONNEL SERVICES					
1110 Salaries (Full- & Part-Time)					
1300 Fringe Benefits					
1400 Other Employee Benefits ²					
SUBTOTAL - PERSONNEL SERVICES					
2000 - SUPPLIES					
2100 Office Supplies					
2200 Operating Supplies ³					
2300 Repairs & Maintenance Supplies					
SUBTOTAL – SUPPLIES					
3000 - 4000 OTHER SERVICES & CHARGES					
3100 Expert & Consultant Services					
3140 Contractual Employment					
3150 Data Processing					
3190 Other Professional Services 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					
SUBTOTAL - OTHER SERVICES & CHARGES					
TOTAL EXPENDITURES					

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

² Other Employee Benefits - Itemize below:	
	\$
	\$
	\$
	\$
Total	\$

³ Operating Supplies - Itemize below (Do Not Include Office Supplies):	
	\$
	\$
	\$
	\$
Total	\$

⁴ Other Professional Services - Itemize below:	
	\$
	\$
	\$
	\$
Total	\$

⁵ Other Miscellaneous Expenses - Itemize below:	
	\$
	\$
	\$
	\$
Total	\$

⁶ Administrative Costs/Indirect Costs - Itemize below:	
	\$
	\$
	\$
	\$
Total	\$

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?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, provide the rate.		

2018 Legal Services Request for Qualification

Proposed Personnel Detail Budget January 1, 2019 – December 31, 2019

Applicant Agency Name:	
Proposed Program Name:	

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