



Seattle Human Services

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Respite Services Request for Qualification (RFQ)

Information Session (Virtual)

March 19, 2024 1:00 – 2:00 p.m. PST

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City of Seattle Aging and Disability Services



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Proprietary and Confidential Information

The State of Washington's Public Records Act (Release/Disclosure of Public Records) Under Washington State Law (reference RCW Chapter 42.56, the Public Records Act) states **that all materials received or created by the City of Seattle are considered public records**. These records include but are not limited to: RFP/Q narrative responses, budget worksheets, board rosters, other RFP/Q materials, including written/or electronic correspondence. In addition, HSD RFP/Q application materials are released to rating committee members and all rating committee members must sign and adhere to the [Confidentiality and Conflict of Interest Statement](#). **Personal identifiable information entered on these materials are subject to the Washington Public Records Act and maybe subject to disclosure to a third-party requestor.**

- Examples of personal identifiable information include:
- First Name
- Last Name
- Date of Birth
- Social Security Number
- Financial Account Number
- Driver's License Number or other State Identification Number

HSD does not require social security numbers on application materials or reports. For doing business with the City or HSD, it is recommended to obtain a federal taxpayer identification (EIN) number.

Session Agenda

- Introduction
- Timeline
- Background & Requirements
- Submission Instructions
- Review and Rating Process
- Tips
- Appeal Process
- Q & A

Introduction

- The **2024 Respite Services RFQ** is open to any legally constituted entities.
- These services are rate-based reimbursement for hours provided. Contracts will have no minimum award and no minimum numbers of referrals are expected to be maintained by the qualifying organizations.
- Funding is made possible through the State of Washington – State Family Caregiver and Federal Older Americans Act (OAA) Title 3E (CFDA #93.052)
- Initial awards will be made for the contract period of January 1, 2025– December 31, 2025.

Timeline

Date	Time	Activity
March 15, 2024		Funding Opportunity Released
March 19, 2024	1:00 p.m. – 2:00p.m. PST	Information Session #1 – Virtual Join meeting here via Teams, meeting ID: 216 713 455 063 Passcode: 3VL5qH Or call: 1-206-686-8357, phone conference ID: 385 529 900# Contact Jessica Clark at Jessica.Clark@seattle.gov if you encounter technical issues.
March 26, 2024	4:00 p.m. PST	Last Day to Submit Questions (via email only) Jessica.Clark@seattle.gov
April 16, 2024	12:00 p.m. PST	Applications Deadline (electronic submissions only) 1. HSD Online Submission System: http://web6.seattle.gov/hsd/rfi/index.aspx 2. Email: HSD_RFP_RFQ_Email_Submissions@seattle.gov
May 17, 2024		Planned Award Notification
January 1, 2025		New Contracts Start

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

Background and Requirements (pg. 4-8)

- Background
- Service/Program Model
- Eligibility Criteria
- Program requirements
- Other applicable regulations

Background (pg. 4-6)

- Recruiting and retaining effective, experienced home care providers and workers is essential for serving the needs of older adults and adults with disabilities throughout King County.
- The Respite Services RFQ will qualify organizations to provide non-Medicaid in-home respite services and/or housekeeping and errands to Older Adults and adults (18+) with functioning disabilities throughout King County under the Family Caregiver Support Program.
- This is a rate-based contract and there is no minimum number of referrals guaranteed.
- The goal of the Family Caregiver Support Program is to meet the needs of the primary unpaid caregiver by providing short-term relief to prevent burnout and role fatigue and by lending support during periods of crisis.

Service/Program Model (pg. 5-6)

The specific services to be purchased through the Agency are Respite Care or Housekeeping and Errands. See service descriptions below:

- **Respite Care:** Help with activities of daily living (ADLs), e.g., lifting, turning, transferring, dressing, eating, walking, medication reminders, personal hygiene, bathing, meal preparation, etc.
- **Housekeeping and Errands (H&E):** The unpaid caregiver must be present at the time services are delivered. The Agency may provide tasks in addition to those listed below as requested by the caregiver only with the written authorization of the Caregiver Services Coordinator/Case Manager.
- Eligible housekeeping tasks authorized for H&E Services may include:
 - cleaning kitchens and bathrooms
 - Sweeping, vacuuming, mopping
 - dusting
 - laundry of the caregiver and/or care receiver
 - cleaning ovens
 - once a year washing of interior windows and walls in areas of the home used by the family caregiver and/or care receiver
- Errands authorized may include brief, occasional trips to local stores to pick up prescriptions and/or medical/personal care necessities, and other purposeful shopping requests.

Service/Program Model (pg. 5-6)

Household tasks **not** included in Housework & Errands service:

- Personal care tasks (e.g., assistance with ADLs such as bathing, dressing, or other personal hygiene/grooming needs)
- Meal preparation
- Pet care
- Yard Work
- Minor home repairs
- External house cleaning or maintenance
- Splitting/carrying wood
- Any task that requires skills not usual to a homemaker or requires use of large equipment

- Please refer to the guidelines for more information regarding transportation, cash handling, emergency respite services

Eligibility Criteria (pg. 6)

Clients served in this program are older adults (60+) and adults (18+) with a functioning disability residing in King County.

Program Requirements (pg. 7-8)

The following components and standards are required:

1. *Copy of current Washington Department of Health (DOH) In-Home Services License in the Home Care Agency Category2*

An applicant must possess a current license issued by the department before advertising, operating, managing, conducting, opening or maintaining an in-home services agency. Before applying for a DOH Home Care license, individuals must first secure a Washington State business license through the Secretary of State and establish their legal name, business structure, and Tax ID #s.

2. *Sample Client File*

Applicant will provide a sample client file. This file should be a current client file redacted for privacy.

3. *Sample Caregiver File*

Applicant will provide a sample caregiver file. This file should be a current caregiver file redacted for privacy.

4. *Demonstrated Experience*

The applicant must demonstrate a minimum of 18 months experience and ability to provide client services per specifications above.

5. *Most recent monitoring on-site inspection*

Record of past performance, including copies of all site visits or program review reports received from any monitoring entities (i.e., federal, local or state government) that occurred within the last 24 months, if applicable. If the monitoring report has not yet been provided to your organization, indicate the date of the site visit or program review and the name of the monitoring agency which completed the review.



Program Requirements (pg. 7-8)

6. *Audit Report/Financial Review*

- Audit Report or Financial Review without findings covering the two-year period prior to contracting. The audit or review must be conducted by a licensed Certified Public Accountant or a recognized financial firm.
- If a fiscal review or audit report cannot be provided, the following documents are required:
- The last two years of tax returns along with the current year operating budget showing revenue and expenses. Please see the list below based on agency structure:
 - Financial documentation which may include statements or reports that outline revenue, earnings, and expenses, as determined by the AAA may also be accepted. This may include:
 - Previous two years
 - (Form 990) if a Nonprofit
 - 1120 if the Agency is a Corporation
 - 1065 if the Agency is an LLC or Partnership
 - 1040 (Schedule C) if the Agency is a Sole Proprietor
 - Current Year Operating Budget or Projected Operating Budget (requested for all agencies no matter the structure).
 - Optional: Unaudited Balance Sheet/Profit & Loss Statement/Statement of Cash Flows (if available)

7. *Insurance Documentation*

Proof of current commercial general liability insurance according to WAC 246-335-320(2)(b).

Program Requirements (pg. 7-8)

8. *Copy of your Policy and Procedures*

- Personnel policies and job description for each paid staff and volunteer position.
- Policies and Procedures meeting the requirements of mandatory reporting procedures as described in Chapter 74.34 RCW, relating to the protection of vulnerable adults.
- Copies of all policies and procedures pertaining to home care services and personnel.

9. *Copy of current organizational chart*

A copy of the entities' Organizational Chart or Staffing Plan.

10. *List of staff and qualifications*

Names and applicable credentials of employees and a list of any subcontractors and what services they provide.

Other applicable regulations (pg. 8)

In addition to the [HSD Agency Minimum Eligibility Requirements](#), agencies must also adhere the following criteria: Eligible applicants must be home care agencies not currently contracted as an HSD, ADS Medicaid provider.

OTHER REGULATIONS APPLICABLE TO THE INVESTMENT AREA

- **Long-Term Services and Supports: Laws, Rules, and Policies**
- Below is a list of some of the laws, rules, and policies that may be helpful to review prior to completing an application. This may not be a comprehensive list of all laws, rules, and policies that apply.
 - Chapter 70.127 RCW: In-Home Services Agencies
 - Chapter 74.39A RCW: Long-Term Care Services Options
 - Chapter 246-335 WAC: Requirements for In-Home Services Agencies Licensed to Provide Home Health, Home Care, Hospice, and Hospice Care Center Services
 - Chapter 388-106 WAC: Long-Term Care Services



Application



Submission Instructions (pg. 1 – RFQ Application)

- Applications due on Tuesday, **April 16, 2024 at 12:00 p.m. PST**

- Apply via:

HSD Online Submission System (<http://web6.seattle.gov/hsd/rfi/index.aspx>). If you encounter issues with the online submission system, please email Sola Plumacher at sola.plumacher@seattle.gov.

OR

Email (HSD_RFP_RFQ_Email_Submissions@seattle.gov)

- Email attachments are limited to 30 MB.
 - The subject heading must be titled: **2024 Respite Services RFQ**
 - Applicants will receive an email acknowledging receipt of their application.
- No faxed or printed and mailed submissions
 - Applications must be complete and on-time
 - Applications that do not follow the required format may lose points.



HSD Online Submission System (pg. 1)

- 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. 4)

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

Applications must include:

- ❑ A completed and signed Application Cover Sheet (Attachment 2).
- ❑ A current Washington Department of Health (DOH) Home Care License.
- ❑ A sample client file.
- ❑ A sample caregiver file.
- ❑ Documentation demonstrating a minimum of 18 months of client service experience per specifications above.
- ❑ The most recent monitoring on-site inspection.
- ❑ Audit Report/Financial Review documentation or other financial supporting documents outlined in section D of the guidelines.
- ❑ A current commercial general liability insurance according to WAC 246-335-320(2)(b).
- ❑ A copy of the entities' policy and procedures.
- ❑ A copy of their organizational chart.
- ❑ List of staff and qualifications.
- ❑ Completed applications are due by **April 16, 2024 at 12:00 p.m.** Pacific Standard Time.
- ❑ Applications must be submitted through the HSD Online Submission System **OR** via email. No faxed or mailed applications will be accepted. Allow ample time for uploading and confirmation receipt.



Rating Criteria (pg. 10 - 11)

Applications will undergo assessment according to the checklist outlined below. Entities meeting **all** criteria will be eligible for consideration under this Request for Qualification.

Program requirements:

1. Applicant has a current Washington Department of Health (DOH) Home Care License.

Yes

No

2. Applicant demonstrates a sample client file. This file should be a current client file redacted for privacy.

Yes

No

3. Applicant demonstrates a sample caregiver file. This file should be a current caregiver file redacted for privacy.

Yes

No



Rating Criteria (pg. 10 - 11)

4. Applicant demonstrates a minimum of 18 months experience and ability to provide client services per specifications above.

Yes

No

5. Applicant demonstrates most recent monitoring on-site inspection to ensure good standing and in-compliance. Record of past performance, including copies of all site visits or program review reports received from any monitoring entities (i.e., federal, local or state government) that occurred within the last 24 months, if applicable.

Yes

No



Rating Criteria (pg. 10 - 11)

6. Applicant demonstrates their Audit Report/Financial Review.

- Yes
- No

If no, applicant must submit the following:

- The last two years of tax returns along with the current year operating budget showing revenue and expenses. Please see the list below based on agency structure:
 - Financial documentation which may include statements or reports that outline revenue, earnings, and expenses, as determined by the AAA may also be accepted. This may include:
 - Previous two years
 - (Form 990) if a Nonprofit
 - 1120 if the Agency is a Corporation
 - 1065 if the Agency is an LLC or Partnership
 - 1040 (Schedule C) if the Agency is a Sole Proprietor
 - Current Year Operating Budget or Projected Operating Budget (requested for all agencies no matter the structure).
 - Optional: Unaudited Balance Sheet/Profit & Loss Statement/Statement of Cash Flows (if available)

Applicant submitted other supporting financial documentation, if needed.

- Yes
- No



Rating Criteria (pg. 10 - 11)

7. Applicant has a current commercial general liability insurance according to WAC 246-335-320(2)(b).

- Yes
- No

8. Applicant provided a copy of their Policy and Procedures.

- Yes
- No

9. Applicant provided a copy of their current organizational chart.

- Yes
- No

10. Applicant provided a list of staff and qualifications.

- Yes
- No



Review and Rating Summary

- Applications submitted
- Rating committee reviews complete applications
- Final recommendations to HSD Director
- Agency and public announcement



Tips

- Follow the required format defined in the Guidelines.
- Use the application submission checklist.
- Review the Online Submission Assistance Page for helpful information:
<http://web6.seattle.gov/hsd/rfi/help.aspx>
- Submit all documents detailed in the application by 12:00 p.m. PST, Tuesday, April 16, 2024.
- *E-mail questions by the Q&A deadline: 4 p.m. PST on Tuesday, March 26, 2024*
Jessica Clark at Jessica.Clark@seattle.gov



Appeal Process

Applicants have the right to protest or appeal certain decisions in the award process

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 (award/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.

No contracts resulting from the solicitation will be executed until the appeal process has closed. An appeal may not prevent HSD from issuing an interim contract for services to meet important client needs.



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2024 Respite Services RFQ

Investing in Respite Services

The [Aging and Disability Services \(ADS\)](#) Division of the [Human Services Department \(HSD\)](#) is seeking applications from entities interested in providing Family Caregiver Support Program (FCSP) Respite Services for older adults (60+) and adults (18+) with a functioning disability.

This Request for Qualification (RFQ) will qualify agencies to provide non-Medicaid in-home respite services to older adults (60+) and adults (18+) with a functioning disability throughout King County, Washington.

What We Fund

HSD intends to qualify organizations to provide respite care and/or housekeeping and errands, under the Family Caregiver Support Program. Respite care services provides short-term relief to unpaid primary caregivers of older adults. Respite care includes help with activities of daily living (ADL), e.g., dressing, eating, medication reminders, bathing, meal preparation.

These services are rate-based reimbursement for hours provided. Contracts will have no minimum award and no minimum numbers of referrals are expected to be maintained by the qualifying organizations.

Who Should Apply

RFQ Materials

[2024 Respite Services RFQ Guidelines and Application \(PDF\)](#)

[2024 Respite Services RFQ Guidelines and Application \(Word\)](#)

[2024 Respite Services RFQ Cover Letter \(PDF\)](#)



Step 2 - Additional Contact And Other Information

- Same Address And Contact Info As Above.
- Same Address Info Only.

Contact Person : *

Contact Address 1 :

Contact Address 2 :

Contact City :

Contact State :

Contact Zip :

Contact Email : *

Contact Phone : *

Amount Requested : * 

Comments :

There is a section in the application that asks for an amount requested. Since it is a rate-based funding opportunity, you will include a 0 in this section.

- Agencies will not be awarded an actual amount. These services are rate-based reimbursement for hours provided.

Questions?

- Contact Jessica Clark, Jessica.Clark@seattle.gov with questions by 4:00 p.m. PST on Tuesday, March 26, 2024
- Questions & Answers posted on HSD's Funding Opportunity webpage
- Only written answers are official
- Any issues and/or questions about the online submission system, contact Sola Plumacher, Funding Policy Advisor, at sola.plumacher@seattle.gov

