

Olympic Community of Health

Request for Proposals (RFP) – Care Coordination Agencies in the Olympic Region

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1. Introduction & Background

Olympic Community of Health (OCH) is a non-profit organization serving the three-county region of Clallam, Jefferson, and Kitsap counties with partnerships with the seven sovereign Tribal nations in the region. The goal of OCH is to improve individual and population health and advance equity by addressing the determinants of health.

Olympic Community of Health OlympicCH.org		
Purpose	Vision	Mission
To tackle health issues that no single sector or Tribe can tackle alone	A healthier, more equitable three-county region	To solve health problems through collaborative action

Olympic Community of Health (OCH) is under contract with the Washington Department of Health (DOH) to serve as the regional care coordination hub for the Olympic region (Clallam, Jefferson, Kitsap counties) and is seeking proposals from local care coordination agencies (CCAs) to support community-based care coordination activities. At this time, care coordination activities are focused on community members in need of supports while in isolation or quarantine for COVID-19. OCH expects the program to

grow to other health topics and services and is seeking long-term CCAs with a potential for growth and expansion.

2. Project goals and scope, target audience

The Department of Health (DOH) has a vision for care coordination to establish an equitable community public health system for the broad scope of physical, behavioral, and social health that can be deployed in response to other crises or in support of key public health priorities for many years to come.

Assuring that individual needs are met timely, easily, and compassionately is one of four focus areas identified in the [2022-2026 OCH strategic plan](#). Community-based care coordination is one key strategy that OCH will deploy to address this focus area.

OCH is launching a new initiative to provide care coordination services for those community members in isolation or quarantine for COVID-19 via the [Care Connect Washington program](#), funded through the Department of Health. OCH expects care coordination to expand over the next year to include additional health topics and care coordination services.

Project goals:

- Assure basic social, physical, and behavioral health needs are addressed
- Greater success rates for those in isolation or quarantine (I&Q) for COVID-19
- Reduced community spread of and economic impact of COVID-19
- Regional infrastructure for community-based care coordination is established
- Sustainable training and career pipeline developed for the community-based workforce
- Regional and statewide system for data collection to drive health and social outcomes is established

Scope of work:

Care Coordination Agencies (CCAs) will be responsible for the following:

- Hire (or delegate to existing staff) community-based care coordination staff to fulfill duties under contract with OCH. Care coordination staff should be language- and culturally- responsive to support the unique needs of the population to be served.
- Establish and implement workflows and procedures to safely provide services and supports to individuals in I&Q. Note: Weekend coverage is only required during peak periods when caseloads are high. Otherwise, state standards call for outreach to clients within one business day after assignment.
- Collaborate with OCH and other regional CCAs to assure regional alignment and connections and to discuss successes and challenges.
- Connect individuals in isolation or quarantine (I&Q) for COVID-19 to support services including fresh grocery delivery, household assistance, care kits, other referrals and resources as needed. *Note: funding for these services is paid out of the OCH budget, not the CCA budget.*
- Coordinate with OCH to obtain care kits, assure grocery delivery, and provide household assistance services.
- Provide input and feedback to OCH regarding vendors for household assistance and grocery delivery, support OCH as needed to expand or change the vendor network.

- Identify and share local resources in the community to support and address needs.
- Provide education to support individuals and families in I&Q.
- Document and track care coordination and services provided in established data system (training provided by DOH).
- Receive referrals in a variety of ways and reach out to potential care coordination clients.
- Meet regularly with OCH to discuss progress, challenges, successes, and needs.
- On occasion, participate in statewide care coordination meetings and calls.
- Provide monthly invoices and regular progress reports to OCH.
- Comply with HIPAA and federal guidelines for exchange of personal and health information.
- Perform quality improvement and quality assurance activities to support needed service delivery and outcomes monitoring.

Note: OCH is willing to provide support to potential applicants needing assistance to meet these various requirements. Also, as new care coordination activities are added to the region, CCAs may be asked to take on additional roles in the future.

3. Eligibility

The following are eligible to submit proposals under this RFP:

- Community-based organizations with a presence in the Olympic region (Clallam, Jefferson, Kitsap counties),
- Federally Qualified Health Centers (FQHCs) in the Olympic region,
- Local Public Health Jurisdictions in the Olympic region,
- Organizations and Tribes in the Olympic region with interest and ability to serve as a Care Coordination Agency (CCA).

4. Role of OCH

OCH will provide the following roles and functions to support CCAs and the hub overall:

- Centralized management of the regional community-based care coordination system and referrals.
- Point of contact for overall project coordination, technical assistance, and communication.
- Manage contracts in alignment with DOH, state, federal, and OCH rules and policies.
- Connect CCAs to DOH-led trainings and related meetings.
- Establish policies, procedures, and workflows for the regional care coordination system in alignment with DOH guidelines.
- CCA invoice and progress report review, provide regular reimbursement to CCAs.
- Support ongoing review of key demographic, performance indicators, and active case load review.
- Provide backup care coordination services as needed based on CCA capacity.
- Provide data from DOH regarding anticipated COVID-19 cases in the region.
- Receive and store care kits (provided by DOH) and allocate to CCAs.

- Establish contracts with local grocery stores and household services (rent, mortgage, utilities, etc.) to provide fresh food, groceries, and household assistance funding to those engaged with the program.
- Seek out additional funding sources and add new programs and activities based on the needs of the region.

5. Geographic Distribution

For the purposes of this RFP, the Olympic region will be sub-divided into the following geographic areas and OCH seeks proposals to serve one or more of these following sub-regions:

- Subregion#1: West End of Clallam County (west of Port Angeles and including parts of the west side of Jefferson County – Beaver, Clallam Bay, Forks, La Push, Neah Bay, Sekiu)
- Subregion#2: Port Angeles and Sequim area (Carlsborg, Joyce)
- Subregion#3: East and South Jefferson County (to include Port Townsend, Port Hadlock/Irondale, Chimacum, Quilcene, Brinnon, Port Ludlow, Nordland)
- Subregion#4: North Kitsap (Bainbridge Island, Poulsbo, Kingston, Indianola, Suquamish, Port Gamble, Hansville)
- Subregion#5: Central Kitsap (Silverdale, Keyport, Tracyton)
- Subregion#6: Bremerton and Seabeck
- Subregion#7: South Kitsap (Port Orchard, Burley, Gorst, Manchester, Olalla, South Colby, Retsil, South Park Village, Southworth)

Note: Each subregion will have one CCA.

6. Funding

Funding for CCAs will be provided through a contract with OCH. The funds flow from the federal level to the state DOH and then to OCH. **CCA contracts will be cost reimbursement-based**, meaning that CCAs will spend dollars in alignment with an approved budget and work plan, will submit monthly invoices to OCH, and OCH will reimburse CCAs following a review and approval process.

Funding for June 2022: each subregion (see section 5 above for information on the subregions) is eligible for up to \$10,000 to begin to establish infrastructure and systems, to take part in training, and to launch care coordination services. Applicants will provide a budget and justification for this in the application.

Funding for July 2022-June 2023: OCH anticipates a maximum budget between \$60,000-\$70,000 for each subregion (see section 5 above for information on the subregions) for the state fiscal year of July 2022-July 2023. Applicants will provide a budget and justification for this in the application.

Other potential funding: OCH anticipates additional funding, likely in mid-2023 to support additional community-based care coordination activities. This is provided as information only and applicants are not asked to predict budgets for additional activities at this time.

7. RFP Timeline

Date	Step	Notes
May 2, 2022	RFP released	URL here
May 5, 2022 (1pm)	Optional virtual information session	Zoom link 1-2pm May 5, 2022
May 3-22, 2022	FAQ available online	URL here
May 22, 2022	Proposals due to OCH	Submit to och@olympicch.org by 11:59 pm on May 22
May 23-31, 2022	OCH proposal review	
June 1, 2022	Applicants notified of review status	Via email
June 1-10, 2022	Contract negotiations	
June 1, 2022	Funding begins	
August 1, 2022	All CCAs are established and accepting referrals	

8. Scoring & evaluation criteria

Element	Description	Points Available
Applicant strengths, experience and/or why the applicant is well-suited to serve as a CCA.	<ul style="list-style-type: none"> Applicant describes several relevant overall strengths. Applicant describes prior or current experience and/or why the applicant is well-suited to provide care coordination services. 	10
Ability to implement activities outlined in the scope of work (section 2 of application instructions and overview).	<ul style="list-style-type: none"> Applicant describes what strengths they bring in direct relation to the activities outlined. Applicant describes where infrastructure or systems are currently lacking in direct relation to the activities outlined. Applicant describes how they plan to mitigate areas currently lacking including how OCH can support their success. 	10
Ability and experience to serve identified subregion(s).	<ul style="list-style-type: none"> Applicant describes how they are uniquely qualified to provide care coordination services in identified subregion(s). Applicant has experience and is a trusted member of the subregion(s) identified. 	10
Ability and experience with providing culturally competent and dignified services.	<ul style="list-style-type: none"> Applicant describes a positive approach to cultural competency including language and other potential barriers for clients. 	10

Ability to establish process, workflows, and systems by or before August 1.	<ul style="list-style-type: none"> Applicant outlines clear and reasonable steps they will take to assure a fully operational role by or before August 1. 	10
Budget	<ul style="list-style-type: none"> Applicant submits a reasonable budget and justification that outlines reasonable costs to achieve the goals and activities outlined. 	10
Total points available:		60

9. Budget

Applicants are asked to submit two detailed budgets - one for the month of June 2022 and one for the state fiscal year of July 2022-June 2023.

Funding for June 2022: each subregion (see section 5 above for information on the subregions) is eligible for up to \$10,000 to begin to establish infrastructure and systems, to take part in training, and to launch care coordination services. Applicants will provide a budget and justification for this in the application.

Funding for July 2022-June 2023: OCH anticipates an up to budget between \$60,000-\$70,000 for each subregion (see section 5 above for information on the subregions) for the state fiscal year of July 2022-July 2023. Applicants will provide a budget and justification for this in the application.

A budget template is provided [at this link](#).

Items that can be included in the budget:

- Time spent planning and establishing infrastructure, systems, workflows including salaries, taxes, and benefits
- Time spent providing care coordination services and other duties described in the CCA role (section 2) section above.
- Travel, interpreter services
- Computers, phones, etc. for care coordination staff assigned to this project.
- If the applicant has a Washington state approved indirect rate, please include in budget and attach with other application materials. If no approved indirect rate agreement, applicants may use a 10% de minimis rate.

Items that are not allowed:

- Due to the nature of the funds, OCH cannot allow advance payments
- Payments for care kits, grocery and grocery delivery, and household assistance is part of the OCH budget, not the CCA budget.

10. RFP technical assistance

- **Information session:** Join OCH for an optional information session via zoom. Thursday, May 5 from 1-2pm. [Zoom link](#).
- **FAQ:** A [Frequently Asked Questions document](#) will be updated regularly throughout the process.
- **Call/email:** Call Celeste Schoenthaler @ 360.633.9241 or email och@olympicch.org

11. Contract requirements

In an effort to aid in transparency and clarity, applicants should be aware of the following elements that will be required as a part of contracting with OCH for this work:

- Prior to contracting, OCH will certify that the applicant is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded in any Federal department or agency from participating in contract transactions.
- Contractors must provide proof of insurance coverage including commercial general liability insurance and automobile liability coverage. Coverage must be issued by a company authorized to do business in Washington State.
- Contractors must verify compliance with the [Washington State Vaccination Proclamation](#).
- Due to the cost reimbursement nature of this contract, contractors must be able to provide monthly invoices to OCH within 10 days following the end of the month.

12. How to submit proposals

- Applications are to be submitted via email to och@olympicch.org no later than 11:59 pm on Sunday, May 22. Application materials should include:
 - [Filled out application](#)
 - [Budget \(both tabs\)](#)
 - Copy of approved indirect rate agreement (unless using the 10% de minimus rate)
- Application materials can be found [at this url](#):
- OCH contact: Celeste Schoenthaler, 360.633.9241, och@olympicch.org