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|  | Department of Community and Human Services Adult Services Division **Veterans, Seniors and Human Services Levy**  401 Fifth Avenue, Seattle WA 98104 TTY Relay: 711 |
| **VSHSL PROVIDER WELCOME PACKET** | |

Welcome to our network of King County VSHSL service providers! In this Welcome Packet, you will find important information pertaining to contracting, general program requirements, including data collection and reporting, as well as resources available to you as a VSHSL-funded service provider. On the pages that follow, please note highlights of items you **may need to respond to immediately,** as well as items you can refer to over time.

This is a generic Welcome Packet intended to be used as an example. For more specific information regarding your funded program, please contact your King County Program Manager.

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| **IMMEDIATE REQUIREMENTS: If you read nothing else, please be sure to see the following sections in order for us to get the process started for your contract:**   * **Forms Needed Prior to Contract Execution** (see Section II.B., Necessary Forms) * King County W-9, insurance, ACH * **Contact Information** (see Section II.C., Contact Information Needed) |

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| **YOUR CONTRACT** | |
| **Your King County Contract Number:** | *Providers: Feel free to fill in your contract # details here once you have an executed contract* |
| **YOUR KING COUNTY PROGRAM MANAGER:** | |
| **Name:** | Name |
| **Email:** | Email |
| **Phone:** | Phone |
| **Mailing Address:** | King County DCHS/ASD 401 5th Avenue, Suite 500 Seattle, WA 98104 |

**VSHSL Provider Welcome Packet**

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# **Overview**

The Adult Services Division (ASD) of the King County Department of Community and Human Services (DCHS) is pleased and honored to welcome you to our network of Veterans, Seniors and Human Services Levy (VSHSL) providers. We look forward to partnering with you in our work to create a system of service for veterans, seniors and vulnerable populations (also referred to as resilient communities) in King County.

In this Welcome Packet, you will find important information pertaining to contracting, general program requirements, including data collection and reporting, as well as resources available to you as a VSHSL-funded service provider.

### Veterans, Seniors and Human Services Levy

Approved by the voters in 2017, the Veterans, Seniors and Human Services Levy (VSHSL) is a six-year property tax levy that supports veterans and military servicemembers and their respective families, seniors and their caregivers and vulnerable populations to promote:

* Healthy Living
* Housing Stability
* Financial Stability
* Social Engagement
* Service System Access and Improvement

The guiding principle of the VSHSL is to build healthy relationships, improve connections and increase community supports—among the communities the levy serves and among the people and organizations that provide the levy’s services. People do best when they feel a sense of belonging based in personal relationships and culturally responsive connections to their community. Human services investments are more effective and efficient when they are connected to form systems of services. Our goal is to better connect individuals to community-rooted services and build the capacity of providers to leverage and connect to each other, in order to reflect the following (but not limited to):

1. Promotion of strategies and programs that support healthy relationships and community-rooted connections.
2. Use of the VSHSL as a platform to build community-led practices and invest in partnered providers representative of communities served.
3. Focus on prevention and serving people who are historically marginalized and excluded from resources, opportunity and access to essential services.

Funding for investment in your program is provided by the VSHSL, through Choose an item. Strategy Choose an item., and is managed by the Adult Services Division of the King County Department of Community and Human Services.

For more information about the VSHSL, visit [kingcounty.gov/VSHSL](https://kingcounty.gov/VSHSL).

### Equity and Social Justice

[The King County Equity and Social Justice (ESJ) Strategic Plan](https://kingcounty.gov/elected/executive/equity-social-justice/strategic-plan.aspx) is an integrated part of the County’s work and foundational to the work of the Veterans, Seniors and Human Services Levy. Our overarching goal is to ensure that all people, regardless of who they are and where they live, have the opportunity to thrive, with full and equal access to opportunities, power, and resources.

For all VSHSL-funded programs, we ask that your organization seek to understand and commit to the principles of equity and social justice as shown through: staffing and board development, services tailored to community need and commitment to social justice and continuous improvement. One aspect of this work includes understanding – at both a program and system level – structural and institutional racism as it plays out for individuals served through VSHSL-funded services, and the disparate impacts on individuals’ collective experiences and outcomes compared to the population as a whole.

# Getting Started: Contracting Logistics

### Contracting Timeline and Process

The following timeline represents the steps and estimated schedule of the contracting process. Please note that you will need to submit required forms and other requested information in order to process and launch your contract.

|  |  |
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| **STEPS TO GETTING YOUR CONTRACT READY:** | |
| **ACTION REQUIRED: Complete necessary contracting forms** (KC W-9,insurance certificate, ACH)   * *See Section II.B for more detail.* | Due: COB on Click or tap to enter a date. |
| **ACTION REQUIRED: Provide contact information for your organization**   * *See Section II.C for more detail.* | Due: COB on Click or tap to enter a date. |
| **Next contracting meeting**  **King County Chinook Building, Room XXX  401 5th Avenue, Seattle WA 98104**  Description if desired | Click or tap to enter a date.,Choose an item. **-** Choose an item. |
| **Draft VSHSL contract** We’ll share a first draft of your King County VSHSL contract with you by COB on this date. Together, we’ll work to finalize the program activities and contract milestones in your contract. | Click or tap to enter a date. |
| **ONCE YOUR CONTRACT IS FINALIZED:** | |
| **We’ll enter your contract into our contracting system for execution.**  Approvals will first be made by various King County DCHS leads before the contract is routed via DocuSign to your organization (typically to your Executive Director). Your organization can expect to receive it within 7-10 business days from the initial launching. We’ll be in touch during this time so you know approximately when to expect it. | |
| **Our performance measurement and evaluation (PME) team will contact you to schedule a time to discuss data collection and reporting.**  At this meeting, they’ll ask for your input regarding client-level reporting requirements, reporting frequency and methodology, and the Performance Measurement and Evaluation (PME) Plan. More info below in Section III. | |
| **We’ll share an invoice template with you so you can begin billing!** Our fiscal team will create a unique invoice template for your program after your contract is signed and executed. | |

*Note*: King County operates on a biennial budget cycle, so VSHSL contracts are two-year contracts. Your initial VSHSL contract will go through December 31, 2020. We are committed to funding you for the full amount and period of time noted in your award letter; however, please note that ongoing funding is contingent on continued funding availability. Once budget is approved by King County Council, your contract will be renewed for the following two years.

The note above regarding biennial budget pertains to most contracts written prior to Dec 2020; after that, contracts dates will reflect the remaining 3 years of the levy (2021-2023).

### Necessary Forms

To be set up as a contractor with King County, you will need to have:

* [A completed King County Substitute W-9](https://www.kingcounty.gov/~/media/depts/finance/procurement/forms/KC-W9.ashx?la=en) (must be a KC form)
  + [Instructions for businesses](https://www.kingcounty.gov/~/media/depts/finance/procurement/forms/KC-W9_Instructions_for_Business.ashx?la=en)
  + [Instructions for individuals](https://www.kingcounty.gov/~/media/depts/finance/procurement/forms/KC-W9_Instructions_for_Individuals.ashx?la=en)
* Mandatory [current insurance](https://www.kingcounty.gov/depts/community-human-services/contracts/requirements/insurance.aspx)
  + Your King County VSHSL Program Manager will discuss specific insurance requirements with you.
* A completed Automated Clearing House (ACH) Authorization Agreement for automatic deposit information (if applicable)
  + - Note: As a measure of safety, you will receive two separate calls from King County staff confirming your receipt of the ACH form and the information you provided. In the interest of fraud protection, please understand this small inconvenience should only happen at the beginning of your contracting with King County.



**ACTION REQUIRED:** **Please complete and submit the above items to your VSHSL Program Manager.** These items must be updated before your contract can be executed.

### Contact Information Needed

Before we can process your contract through our contracting system, we will need to have contact information for key staff at your organization.

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| Information needed:   * Name * Role/Title * Email * Phone number | For *each* of these contacts:   * Executive Director * Fiscal lead * Data lead * Program Manager |

**ACTION REQUIRED:** **Please email the following information to your VSHSL Program Manager.** If you subcontract with other agencies as part of your VSHSL program, we do not need their contacts, only your primary organization’s contacts.

### King County DCHS Boilerplate

As a contractor with King County DCHS, you are required to meet baseline requirements, including insurance, equal employment opportunity, record keeping, and more. Please make sure you read the [standard DCHS boilerplate contract](https://www.kingcounty.gov/~/media/depts/community-human-services/contracts/2019-2020-CX-Boilerplate.ashx?la=en) (please be aware that the 2021-2023 boilerplate has not yet posted) that will accompany your specific program’s Scope of Work (what we refer to as an exhibit). The following are a few components of the boilerplate being highlighted and is not meant to be inclusive of your signed contract.

* **Insurance requirement** – You will need to provide required insurance documentation prior to execution of your contract. You will need to maintain your insurance throughout the contracting period – invoices will not be paid unless insurance is current. Please refer to the [DCHS Insurance Requirements](https://www.kingcounty.gov/depts/community-human-services/contracts/requirements/insurance.aspx) site for required insurance and amounts to be covered.
* **Audits** – Outlines who may or may not be subject to fiscal audits (See Section VIII., Audits).
* **Purchases over $5000** – If the item is reimbursable as a contract budget item, it is, upon its purchase or receipt, the property of the County. The contractor will be responsible for all such property, including the proper care and maintenance of the equipment, which will be returned to the County upon termination of the contract unless otherwise agreed upon by the parties.
* **Emergency Response** – Within 3 months of executing the contract, emergency response plans, procedures and protocols should be submitted to the County (See Section XXVIII., Emergency Response Requirements).

### Invoicing/Billing

You have a couple of options for receiving King County VSHSL funding: **monthly or quarterly** reimbursement. Once you and your VSHSL Program Manager decide on the frequency of invoicing, and your contract has been executed, our fiscal team will create a unique invoice template for your program.

Regular payments for activities will be based on meeting the deliverables and requirements outlined in your contract. Please refer to Section V., COMPENSATION AND METHOD OF PAYMENT of your contract for more information. Invoices and any associated reporting requirements are due within 10 business days following the end of each payment period. Invoices will be approved and advanced for payment only after fulfillment of any specific activity or reporting requirements. **Note: Insurance must be current in order for invoices to be paid.**

# Performance Measurement and Reporting

### Performance, Measurement and Evaluation (PME) Plan

The primary purpose of the Performance Measurement and Evaluation Plan (PME Plan) is to use data to inform ongoing work, understand which activities are effective and why, and support shared and transparent responsibility for your programs’ success. This one-sheet [PME Plan information document](https://www.kingcounty.gov/~/media/depts/community-human-services/MIDD/documents/190926_Item_8_PME_Plans_One_Pager.ashx?la=en) gives more detail explanation on the how and why of PME Plans.

Your VSHSL Program Manager will introduce your Performance, Measurement, and Evaluation evaluator to engage in the process of collaborating on finalizing a PME Plan.

### Data Reporting

Many providers will report client-level data by submitting a file into the web-based Client Outcomes Reporting Engine (CORE). During the PME Plan process, details of CORE and your data submissions will be clarified. In most cases, outside of invoice requirements, client reporting will be quarterly and due 10 business days following the end of the quarter.

### Annual Narrative Reporting

In addition to client-level reporting, you will be required to complete a narrative report by January 15 following the program year. You will receive the annual narrative reporting form in Quarter 4 of each year. If you subcontract with other agencies as part of your VSHSL program, it is your responsibility as the Primary Contractor to roll up data submitted by your subcontractors into one report. The narrative report will help us understand your operations during the previous program year, what you’re excited about, what your challenges were, and provides you an opportunity to highlight successes and client stories. See how we used previous reporting to develop the [2019 VSHSL Annual Report](https://kingcounty.gov/~/media/depts/community-human-services/VHS-Levy/Reports/VSHSL-AR2019_final.ashx?la=en).

# Contract Requirements

### VSHSL Network

The VSHSL promotes a Combined Arms approach to service provision, envisioning a connected system of service in which multiple programs deploy in thoughtful combinations rather than operate in isolation, in order to transform the delivery of human services to our community. When services are coordinated and aligned with other VSHSL-funded organizations and system partners, including coordination with the [King County Veterans Program (KCVP)](https://www.kingcounty.gov/depts/community-human-services/veterans/programs-services.aspx) and [senior centers hubs](https://www.kingcounty.gov/elected/executive/constantine/news/release/2019/August/20-senior-hubs.aspx), the network becomes a more effective and efficient set of services that clients may be seeking to access. In partnership with you, we’ll establish how your program will be coordinated and aligned with other VSHSL-funded partners. In addition, your organization is expected to participate in regular meetings of levy-funded organizations, and any meetings convened for organizations funded under this strategy, for the purposes of improving system connections, coordination of services, and improving skills and core competencies.

### VSHSL Logo and Statement

An attribution to VSHSL through the use of the VSHSL logo and/or a statement such as, *“This program receives funding from the King County Veterans, Seniors and Human Services Levy”* should be used on all program marketing materials, digital or hardcopy, that are developed during your contracting period. If you are purchasing a vehicle with VSHSL funds, your King County Program Manager will provide you with a VSHSL-branded decal to attach to the vehicle.

**VSHSL logo files**To download the appropriate VSHSL logos for use in your program materials, select from the logos below (right-click the file name to save).

|  |  |
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| **VSHSL logo in color** | Best for Word, Excel, PowerPoint and most purposes**:** [VSHSL\_logo\_color.jpg](http://kingcounty.gov/~/media/depts/community-human-services/adult-services/documents/VSHSL/VSHSL_logo_color.ashx)  Best for high-resolution printing (requires specialized software): [VSHSL\_logo\_color\_eps.eps](http://kingcounty.gov/~/media/depts/community-human-services/adult-services/documents/VSHSL/VSHSL_logo_color_eps.ashx) |
| **VSHSL logo in grayscale** | Best for Word, Excel, PowerPoint and most purposes: [VSHSL\_logo\_grayscale.jpg](http://kingcounty.gov/~/media/depts/community-human-services/adult-services/documents/VSHSL/VSHSL_logo_grayscale.ashx)  Best for high-resolution printing (requires specialized software): [VSHSL\_logo\_grayscale\_eps.eps](http://kingcounty.gov/~/media/depts/community-human-services/adult-services/documents/VSHSL/VSHSL_logo_grayscale_eps.ashx) |
| **VSHSL logo in white** | Best for Word, Excel, PowerPoint and most purposes: [VSHSL\_logo\_white.png](http://kingcounty.gov/~/media/depts/community-human-services/adult-services/documents/VSHSL/VSHSL_logo_white.ashx)  Best for high-resolution printing (requires specialized software): [VSHSL\_logo\_white\_eps.eps](http://kingcounty.gov/~/media/depts/community-human-services/adult-services/documents/VSHSL/VSHSL_logo_white_eps.ashx) |

### Wage Survey

Your organization, and any of your nonprofit subcontractors funded by VSHSL, will be required to complete a VSHSL-funded wage study every two years, beginning in 2021. This wage survey, currently in development, will help inform understanding of prevailing wages and benefits in the nonprofit sector. The results of the survey will be made available to all VSHSL-funded providers.

### Client Satisfaction Survey

Your organization will be required to administer an annual client satisfaction collection method (i.e., survey), as outlined in your PME Plan. Your King County Program Manager and/or PME Evaluator will provide training, support, and the survey to you in paper and online format. Your PME Plan will reflect details on administering the survey to subcontractors.

### Site Visits

King County staff may visit the site(s) where your services and programs are funded by the VSHSL to verify contract compliance, program reporting requirements and any program or fiscal issues. During these visits, your organization will need to provide right of access to facilities, records and program materials that are connected to VSHSL funding – including those of any subcontractor(s) assigned any portion of VSHSL funding. Visits will happen at reasonable times in order to monitor and evaluate the services provided under the contract. Please refer to the [standard DCHS boilerplate contract](https://www.kingcounty.gov/~/media/depts/community-human-services/contracts/2019-2020-CX-Boilerplate.ashx?la=en) for more information.

### Core Competency Trainings

The VSHSL funds training for VSHSL-funded service providers/programs to help providers attain and maintain key skills and concepts. These trainings, provided **free of cost,** are informed by responses to the annual narrative report. Training is on an irregular basis and announcements of upcoming trainings will be shared with you via email by your King County Program Manager.

All VSHSL-funded agencies should send at least one representative to the training and take learnings back to their colleagues and organization. VSHSL will offer up to two slots per agency, but more slots may open up as they become available. If you subcontract with other agencies as part of your VSHSL program, please forward training announcements and encourage your subcontractors to register and participate in trainings.

You’ll receive satisfaction surveys following the trainings and will be asked to provide feedback so we can continue offering trainings that are of value to you.

This resource isavailable to **eligible providers at no cost.** An updated list of trainings, recordings of some prior trainings and link to register can be found at [kingcounty.gov/VSHSL/training](https://kingcounty.gov/VSHSL/training).

# Resources

### Plans are to add a resources page to the VSHSL page in 12-2020 or 1-2021 that will include these and other resources for VSHSL-funded providers.

### Technical Assistance and Capacity Building

Some technical assistance and capacity building (TA/CB) funds may be available for small organizations funded by VSHSL that are working to build their capacity to provide services. Eligible entities must 1) have fewer than 20 full-time equivalent staff and 2) an operating budget of less than $4 million in the fiscal year prior to the year of application.

Capacity building funds are generally intended to pay for one-time costs associated with building the capacity of small organizations and are not designed to support on-going needs. Examples of use for capacity building funds might include, but are not limited to, tools to improve internal processes of your organization to better leverage VSHSL funding toward the stability and/or growth of your organization such as human resources, accounting or fiscal operations, leadership development, continuity planning and evaluation capacity. For more information about capacity building funds, see page 145 of the [VSHSL Implementation Plan](https://www.kingcounty.gov/~/media/depts/community-human-services/VHS-Levy/VSHSL%20Planning/VSHSL_Implementation_Plan_-_Passed_-_Sans_Line_Numbering.ashx?la=en).

If you believe your organization, or one of your VSHSL subcontractors, is eligible and would like to request TA/CB funds, please contact your VSHSL Program Manager immediately, as funds are limited.

### Language Translation and Interpretation

The Veterans, Seniors and Human Services Levy (VSHSL) can support VSHSL-funded entities intranslating program materials and providing interpreter services to VSHSL clients. Translating written materials (such as brochures, fliers,intake forms, etc.) and providing interpretation (at an activity such as a 1:1 meeting, counselingappointment, training, etc.) can help to meet the needs of communities we serve or wish to betterreach. Services include those for persons who are hearing or vision-impaired.

This resource isavailable to **eligible providers at no cost.** [Please click here for more information.](http://kingcounty.gov/~/media/depts/community-human-services/adult-services/documents/VSHSL/VSHSL-Language-Resources_for-VSHSL-funded_programs.ashx) Requests can be submitted through [kingcounty.gov/VSHSL/language](https://kingcounty.gov/VSHSL/language).

### King County Surplus Program

The King County Surplus Program offers surplus furniture and office equipment **free of charge** to eligible nonprofit organizations. For more information, please [click here](https://www.kingcounty.gov/services/auctions-surplus-materials/surplus-program/for-nonprofits.aspx).

### VSHSL-Funded Service Providers

The VSHSL aims to create systems of service for veterans, seniors and vulnerable populations. We encourage all providers to reach out to other awarded VSHSL-funded organizations on [this list](https://kingcounty.gov/depts/community-human-services/initiatives/levy/funding/awards.aspx) and see the types of services funded by the VSHSL on [this list](https://kingcounty.gov/depts/community-human-services/initiatives/levy/services.aspx). By seeing what and who is funded, we hope it helps our providers learn ways to work together, leverage shared and unique expertise, and make proper referrals to each other in order to improve the lives of those you serve every day.

### Staying Connected With VSHSL

**Website:** [kingcounty.gov/VSHSL](http://www.kingcounty.gov/vshsl)

**VSHSL funding opportunities:** [kingcounty.gov/VSHSL-funding](http://kingcounty.gov/VSHSL-funding)

* Subscribe on the site to receive notifications of RFP announcements

**Cultivating Connections**, **DCHS blog:** <https://dchsblog.com/category/initiatives/vshsl/>

* Read or subscribe to see insights and stories about VSHSL from DCHS

**The Hub, VSHSL newsletter:** Visit [kingcounty.gov/VSHSL](http://www.kingcounty.gov/vshsl) to subscribe to our monthly newsletter for news and updates about VSHSL-funded agencies and programs