

Community-Based Care Coordination Partners Funding Opportunity | August 2024

Funding Purpose & Overview

Olympic Community of Health (OCH) seeks to contract with partners throughout the Olympic region (Clallam, Jefferson, and Kitsap counties) for community-based care coordination services to identify, respond to, and address social needs for community members who live, learn, or work in the region. Interested partners will apply for one of two types of care coordination models: 1) **full-service**, or 2) care coordination for **those with more complex needs**.

What is Olympic Community of Health?

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. **OCH’s goal 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

What is Olympic Connect?

Olympic Connect is a new service of Olympic Community of Health that is expected to launch in early 2025. *Olympic Connect* is a Community Care Hub (CCH). A CCH is a community-centered entity that supports a network of partners providing services and resources to address social needs, centralizes administrative functions and infrastructure, and has relationships with and understands the capacities of local organizations and fosters cross-sector collaboration.

Olympic Connect aims to add value throughout the region by creating a more coordinated, systemic, and data-driven approach to how we address social needs like housing, job training, food assistance, health care, childcare, and more in culturally appropriate and accessible ways. By helping community members address their social needs, we help all communities thrive. *Olympic Connect* strengthens the connections between community members and the resources and services they need to thrive. [Learn more about Olympic Connect.](#)

Through this funding opportunity, OCH aims to identify health-serving partners throughout the three-county region interested in collaborating to build up a regionwide system for providing care coordination services for community members seeking support to address social needs. It is anticipated that OCH will support between 18 and 25 members of the Community-Based Workforce through this funding opportunity.

The Community-Based Workforce or CBW is a broad term used to identify the on-the-ground workforce that is dedicated to helping connect people to the care and support they need to thrive. This workforce goes by many job titles including Community Health Worker, Case Manager, Care Coordinator, Outreach Coordinator, Peer Navigator, and more.

Care Coordination Models

OCH seeks partnerships for two models of community-based care coordination under this funding opportunity: 1) **Full-service** community-based care coordination, and 2) care coordination for **those with more complex needs**. Partners will choose one model that best fits their capacity, strengths, and interests.

Full-service community-based care coordination	Care coordination for those with more complex needs
Purpose: Provide a full suite of care coordination services for <i>Olympic Connect</i> clients with low- to medium- social needs. Include proactive outreach and identification of hub clients. Review full scope of work.	Purpose: Provide care coordination for <i>Olympic Connect</i> clients who require more intensive and/or longer-term support. These clients may be managing both health and social needs. Review full scope of work.
Scope of Work	
Hire, train, develop, engage the Community-Based Workforce [^]	Hire, train, develop, engage the Community-Based Workforce [^]
Supervision of the Community-Based Workforce	Supervision of the Community-Based Workforce
Implement care coordination services in adherence with OCH protocols and best practices	Implement care coordination services in adherence with OCH protocols and best practices
Proactive outreach, engagement, and identification of potential hub clients	N/A for this Scope of Work given that clients under this care coordination type will require more intensive and longer-term support.
Learning and Convening with OCH	Learning and Convening with OCH
Contribute to and update regional resource directory	Contribute to and update regional resource directory
Review, sign, and adhere to all associated policies	Review, sign, and adhere to all associated policies
Data and reporting	Data and reporting
Surge/ Emergency support	Surge/ Emergency support

[^] The Community-Based Workforce or CBW is a broad term used to identify the on-the-ground workforce that is dedicated to helping connect people to the care and support they need to thrive. This workforce goes by many job titles including Community Health Worker, Case Manager, Care Coordinator, Outreach Coordinator, Peer Navigator, and more.

Eligibility

Organizations, Tribes, and governmental entities in the Olympic region (Clallam, Jefferson, Kitsap counties) working to advance health through collaborative action are eligible to apply under this

funding opportunity. Applicants must be in good financial standing, have presence in the Olympic region, and be an established legal entity in Washington State. There is room for everyone in this important work, whether you're a health provider, Tribe, civic institution, or another community-based organization.

Role of Olympic Community of Health

OCH will provide the following roles and functions to support contracted partners under *Olympic Connect*:

- Provide robust training and onboarding for those who will provide care coordination services.
- Provide a variety of opportunities for learning and convening.
- Provide access to a cloud-based regional technology platform for centralized management of client intake, screening, referrals, progress, and discharge.
- Provide access to a regional resource directory platform.
- Provide structure for the system including referral and assignment management, workflows, policies, and procedures.
- Provide technical support and overall project coordination and communication.
- Contract monitoring in alignment with funder, state, and federal policies and in accordance with the approved scope of work and budget.
- Provide ongoing training, community building, and capacity building for the community-based workforce.
- Data, analytics, and reports
- Backup care coordination services as needed.

Geographic Distribution

Both community-based care coordination models must be available throughout the full three-county region. In the application, partners will identify which subregion(s) they are available to provide services:

- 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)

Funding Model

The funding model for Care Coordination Partner contracts will largely be cost reimbursement based; partners will be asked to submit regular invoices for review, approval, and payment by OCH*.

Element	Full-service community-based care coordination	Care coordination for those with more complex needs
Purpose/overview	Provide the full suite of care coordination services for <i>Olympic Connect</i> clients with low- to medium- social needs. Include proactive outreach and identification of <i>Olympic Connect</i> clients.	Provide care coordination for <i>Olympic Connect</i> clients who require more intensive and/or longer-term support. These clients may be managing both health and social needs.
Annual funding level (up to amount) per 1.0 FTE of the Community-Based Workforce (contracts to be prorated based on actual FTE of the CBW and length of contract)	\$140,000*	\$150,000*
Minimum FTE for the Community-Based Workforce	0.5	0.5
Initial payment upon contract execution	\$10,000	\$10,000
Payment mechanism	Cost reimbursement via monthly invoice submittal	Cost reimbursement via monthly invoice submittal

*** Contracted partners may invoice OCH for the following eligible expenses in alignment with the scope of work:** Salary and benefits for the Community-Based Worker(s) and their immediate supervisor, in-region travel, supplies, phone and phone plan, computer and/or tablet, internet/hot spot, outreach materials (must be approved by OCH), training/professional development for the CBW and their immediate supervisor, admin/indirect.

Contracted partners may contact OCH to inquire about other expenses and OCH will review on a case-by-case basis.

Timeline (all dates in 2024 and all times in Pacific time)

Timeframe	Step	Notes
August 6	Funding opportunity released	
August 15 – 10-11am	Optional virtual information session	Zoom registration
August 10-September 10	Frequently asked questions (FAQ) and responses available online	FAQ Document
September 10 by 5pm	Applications due	Submit to: Connect@OlympicCH.org
September 11-16	Application review and scoring	
September 18	Notification of application status	Applicants will be notified via email if they will be invited to a zoom interview
October 1-4	Virtual interviews (for applications moving to next stage)	Interviews will be 60 minutes
October 8	Decisions	
October 14	Approval by Board of Directors	OCH will communicate with all applicants following the Board meeting
October 15 until all contracts executed	Contracting	
November 1	Contract start date	
Mid-November	Partner onboarding and orientation	Additional onboarding and orientation sessions will be scheduled as partners hire relevant staff.

Contracts will begin November 1, 2024 and will have an initial end date of December 31, 2025 for an initial contract period of 14 months (the funding model will be prorated accordingly). Contracts will be renewed annually based on contractor interest and performance, and availability of funding. It is anticipated that OCH will support between 18 and 25 members of the Community-Based Workforce through this funding opportunity.

Scoring and Evaluation Criteria

Applications: OCH staff will conduct a technical review to ensure applications include all required information. Partners will receive notification of receipt of complete application or requests for additional information. Incomplete applications will not be reviewed or scored.

Each application will be reviewed and scored by OCH staff based on the following criteria:

Element	Top scoring responses will demonstrate:	Points Available
Care Coordination	<ul style="list-style-type: none"> Previous or current experience providing care coordination for social needs. 	10

	<ul style="list-style-type: none"> • Expertise navigating local social needs resources and services. • Trauma-informed and culturally relevant approach to providing care coordination. 	
Collaboration	<ul style="list-style-type: none"> • Interest in collaborating with OCH to implement a new initiative. • Understanding of and enthusiasm for the value Olympic Connect can add. • Excitement to build collaborative partnerships with other key Olympic Connect partners. 	10
Community-Based Workforce	<ul style="list-style-type: none"> • CBWs receive training and support to provide high-quality services. • CBWs have opportunities for ongoing professional development (training, education, career ladders, etc.) • Supportive supervision provided for CBWs. 	10
Outreach & Engagement Expertise <i>(Full-service only)</i>	<ul style="list-style-type: none"> • Previous or current experience conducting community outreach & engagement in selected sub-region service area(s). • Collaborative relationships with key local partners. • Viewed as trusted messengers within local communities. 	10
Complex Needs Expertise <i>(Complex needs only)</i>	<ul style="list-style-type: none"> • Previous or current experience providing intensive, longer term care coordination. • Knowledge of local health needs resources and services. • Ability to closely collaborate with those providing clinical care coordination for individuals with health needs. 	10
Total points available		40

Interviews: Applications receiving high scores will be invited to the second phase of the application process, a virtual interview with OCH staff. Questions will be provided three business days ahead of time. Interviews will be scored on the same criteria as applications (listed in table above).

Recommendations: OCH staff will consider both application and interview scores, geographic area(s) served, type of care coordination, and service limitations in making recommendations to the OCH Board of Directors.

Decisions: The OCH Board of Directors will make final funding decisions. The Board will aim to fund a variety of partners and will ensure that care coordination services are available throughout the region. It is anticipated that OCH will support between 18 and 25 members of the Community-Based Workforce through this funding opportunity.

Reviewers may reach out to applicants for clarifying or additional information.

Application Technical Assistance

- **Information session:** Join OCH for an optional information session via zoom. Thursday, August 15 from 10:00-11:00am. [Zoom link](#). A recording of the information session will be available on August 16.
- **FAQ:** [A Frequently Asked Questions document](#) will be updated regularly throughout the process.
- **Email:** Connect@olympicch.org – send us any questions and we will respond within 1-2 business days and will update the FAQ document accordingly.

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 provide OCH with a current, completed W-9.
- OCH processes payments electronically. Contractors will be required to provide banking information for automatic payments.
- Partners must submit monthly invoices and payments based on a cost-reimbursement model.
- Partners will be required to keep OCH staff updated regarding staff turnover and absences, which could impact on the ability to provide timely care coordination services.
- Partners are required to use the cloud-based software provided by OCH and adherence to privacy and security policies is integral to the success of this work.

Application Process

Complete applications include the following elements:

- Completed [written application](#) (link will download a word document)
 - A budget is not required
 - Submit no later than 5pm on Monday, September 10 to Connect@olympicch.org

Applications receiving high scores will be invited to the second phase of the application process, a virtual interview with OCH.

- Questions will be provided three business days ahead of time.
- The window for these interviews is October 1-4. OCH will send a scheduling link by September 18. Interviews will last one hour.

Final decisions will be made in October and partners will be notified by October 15.

