

ORAL INTERVIEW SCORESHEET
Evaluator: OE 1
Bidder: Jennifer Ahrens
Tuesday, May 21, 2024 at 10:00

Questions	Points Awarded	Maximum Possible Points	Comments
<p>Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.</p>	60.00	65	<p>Long history in social services in many different settings. Worked in SL for 8 years, both in direct care of clients and in management. When she does an evaluation, has a sense of what direct care staff are responsible for. Can relate to them. Finds this helpful. Respects what they does - knows it's a hard job. Tries to acknowledge this. Has worked in non-profits as well. Challenging work - have to have start social skills, challenging customer service. As an evaluator - constantly prioritizing, multitasking is essential. Shift from an SL evaluation to a CH evaluation, to a follow-up. Can't predict what the next visit will bring. Has developed good skills. Might already be working on something and come across something that needs to take priority (i.e. client safety). Being respectful of everyone they visit - clients, providers. By nature, visit can feel intrusive. Tries to be respectful and acknowledge if they are faced with something challenging.</p>
<p>Question 2. Describe your experience with:</p> <ul style="list-style-type: none"> ■ monitoring compliance with rules and regulations ■ monitoring corrective measures put in place as a result of previously noted deficiencies; and ■ monitoring the performance of providers and/or contractors. 	80.00	90	<p>There are many regulations that they have to be aware of at all times. Has memorized some, some have to revisit if something rare comes up. Even if something common comes up, have to revisit. Have to be careful not to assume you have the regulations memorized, even if you have been doing it for a long time. Still pulls out WAC, confers with colleagues. WACs reference RCWs. DDA evaluations - DDA policies to be knowledgeable of and consult. Big challenge in the last few years had to do with the COVID pandemic and staying on top of regulations. They were evolving constantly - from the Governor, DDA, RCS. Pulled through it well, considering it was unprecedented. Successfully protected clients the best they could given the situation. Learning to work remotely and ensuring compliance remotely. Small teams of evaluators pre-vaccine. Some providers on provisional certifications - sent out to do basic safety visits. Any time any WACs, policies change. Monitoring compliance - follow-up - being knowledgeable about what they said their corrections would be. Maintaining conversations with the provider throughout the process about their compliance and making them aware if anything needs to be remedied immediately.</p>
<p>Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples):</p> <ul style="list-style-type: none"> ■ in verbal form, including difficult conversations such as those dealing with sensitive topics and ■ conversations with people who have physical or other difficulties that limit their ability to communicate; and ■ in written form, including drafting and finalizing technical and narrative reports. 	85.00	90	<p>have to adapt constantly. As soon as she enters a client's home - respectful that it is their home. Sometimes they are excited about the visit, sometimes they are not. Have to be able to read this and navigate it immediately. Might change throughout the visit. Constantly reading the room, what the client is capable of, what they are interested in. Always be respectful - ask permission to look around the home, let them know why she is there. Helpful to know in advance if the client is community protection and needs line of sight, or needs translation or communications devices. Important that the client can participate as much as they are able. Unique with every visit. Always navigating and trying to be creative. Reminds them that everything is their choice. Be sensitive - a lot of the clients have difficult histories. Unfamiliarly visitors could be traumatic for them. Maintain open communication. Had a lovely experience last week with a client who was deaf and non-verbal. She was excited to show her around the</p>
<p>Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.</p>	65.00	65	<p>Pretty equal - working independently and as a team. Has a lot of experience doing both. There is a lot of time making decisions on your own, sometimes in challenging situations. Leads back to constant prioritizing, knowing which things need to be addressed immediately and which things you can note and revisit later. Need to be self-driven and have initiative. A lot of time spent working alone. Want to be able to meet deadlines. When working with a team, constantly communicating throughout the process, seeing where each person is at so you can time it and be efficient. Turn in reports, required documentation. Have to have the ability to make decisions on your own and be confident. Those decisions/observations are then presented to the evaluator group where that applies - discussed. Need to be open to others input regarding what you are bringing to the table - not being defensive. Usually presenting something that they did not observe. Need to be concise. Always being respectful of colleagues. Current group - very different people but excel at respecting each other. She tends to be a mediator, uniting role - has done this in a lot of different jobs. Strong trait that she has is the ability to get along with anyone. Has worked with many diverse groups of people. Enjoys diversity. Likes bringing people together to find a common ground if they are disagreeing.</p>
<p>Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.</p>	60.00	65	<p>Has worked with individuals with IDD in various capacities - tutor, supported living setting, current role. Has also worked in other settings where she encountered people with disabilities - pharmacy. Can relate to those direct support professionals that she meets. Have to constantly be on your toes - behaviors. When worked in SL, woman who sticks out in her mind - had been in a different setting that was not so healthy. She came a long way in the work that they supported her in - struggled with SIB, especially during transitions. Felt like she blossomed and thrived in the SL setting. Speaks to what is possible for the clients in these settings that they evaluate. Now interactions with clients are more limited - more of a snapshot than being filled involved in their lives. Tries to apply what she learned in the past when visiting with clients. Never assume anything. In this work, important to always remember that each evaluation, each visit is unique and never assume that it will be any certain way. Be ready to adapt to whatever that client brings forth.</p>
<p>Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.</p>	60.00	65	<p>WAC, RCW, DDA policies. Important to not make assumptions like she said earlier - think you already know something or have it memorized. There is always something that comes up that makes you want to revisit, sometimes debate with colleagues. Having a base knowledge, while not assuming - going back to the reference point of reading them and not making assumptions, no matter how long you have been doing the work. Knowing the SOPs and principles of documentation - also revisit these - how it should be approached, format, updates to regulations. These were constantly revolving during COVID. During time she has been an evaluator, long-term care requirements and group training homes came to be. Had to learn new regulations. New things that are coming up - being ready to adapt. Big changes to FA/PBSP WACs in the last few years - pretty big shift for evaluators and providers. Always being ready to change and not becoming complacent no matter how many times you have done something.</p>

<p>Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.</p>	55.00	65	<p>There has been a lot of adapting to technology, which by nature, is a continuously evolving format. When she was first an evaluator, first did everything by postal mail. There has been a lot of growth in that areas in the last 13 years. Started with that, then emailing, evolving into scanning. DDA has always had electronic forms, and RCS has evolved into those. She uses Outlook at Word every day. She has used Excel and PowerPoint in other jobs. Always being open to what is next with the new expectations. Always be careful with confidentiality of attachments. Often has to remind providers to send things secure. Always conscious of reminding providers of this. With pharmacy experience, confidentiality is major (HIPPA). Has a lot of experience with high level confidentiality so this is always in the back of her mind. Adapting to new expectations with technology. During COVID this was accelerated - more remote work, Teams platforms. Always being ready for what is expected and being willing to adapt - electronic working papers with RCS is the new thing. Have been working with RCS QA to improve and adapt the forms.</p>
<p>Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.</p>	55.00	65	<p>Has business insurance - has had it for a long time. Record keeping - evolving. Things are moving more electronic. In the past, it was a lot of paper keeping, with storage requirements in contracts. Being aware of expectations, maintenance/storage of records. Didn't use to have state issued laptops but do now. Being aware of expectations with this - keeping in sight at all times. Timesheets - has her own form that she has developed - some jobs are hourly, some are flat rate. Invoices - standard form. A little different for RCS and DDA - careful to use the appropriate form. Making sure they contain thorough information. Prioritize - the clients always come first. If there is work that needs to be completed, may need to delay invoicing because the work and the clients are the priority. Careful to keep track of which jobs she has and has not invoiced. Always trying to make sure it's accurate. Organizing work - certain amount of preparation that you can do. Fairly limited. Some things are routine for every evaluation - client sample. Organizing is important but can only be up to a certain point due to the nature of the work. Have to be able to adapt when you see what is on your plate. Deadlines - always being conscious of this. Do a good job meeting the SOD deadlines - priority once you complete a job. Always communicating with each other about deadlines.</p>
<p>Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.</p>		65	<p>Touched on this a little already. Very important to her. Loves diversity, thrives in it, always looking for it. A lot of staff in the field and in the settings who they evaluate who are English language learners. Need to bring respect for this, being creative with communication. This field is filled with acronyms and it can be easy to use those casually and make assumptions that people know what they mean. Tries to be careful to not use acronyms without explaining. Enjoys encounters with those staff. Long history of working with diverse groups of people. Seeks it out - important to her. Feels like something is missing when not in a diverse group or not collaborating with people who are different. More fulfilling way to work when there are differences. Always coming from a place of respect and making sure people understand what you are asking them. Standard staff interview forms, but then also incidental questions based on observations, etc. Holds a regulatory role, but also wants them to always feel respected. If asks a question and gets a blank stare, will determine how to creatively navigate to give them the opportunity to participate.</p>
<p>Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.</p>	60.00	65	<p>Documentation subject to QA review with RCS. Receives reports after they have completed their QA review of any findings in their documentation. Accepts it as part of the work and an opportunity to say she is human and missed a detail, or could do something better. Also serves the purpose of opening things up for productive discussions. Had a discussion that helped improve the form based on a finding with her documentation. Reviewed on a higher level that might be able to improve things with forms or QA. Doesn't take it personally, just part of a process that can lead to improvement. In the context of writing SODS - can't take it personally, need to be open to colleagues feedback. Possible to feel stuck on something if you get immersed in it. If need objective from colleagues, discuss regularly to arrive a what is deficient practice. Be open to collaboration on writing SODs. Not taking it personally if another evaluator says something could be worded better, questions if it is a deficiency, etc. Can't be defensive because it is all going toward the best possible results, professional documentation. Always being open to this. When you say having to defend your work - has been involved in a few IDRs. Not common. Having an open conversation with the dispute department. Can also be part of the evaluation process. Some providers might question why something is cited. Thinks of herself as being in the business of delivering information to people that they may prefer to not receive. Come up with ways to be savvy and deliver the information - holding your role as a regulator, but delivering it respectfully so they can receive it constructively.</p>
<p>TOTAL ORAL INTERVIEW POINTS</p>	580	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 2
Bidder: Jennifer Ahrens
Tuesday, May 21, 2024 at 10:00

Questions	Points Awarded	Maximum Possible Points	Comments
<p>Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.</p>	65.00	65	<ul style="list-style-type: none"> •Sole proprietor •Long social services history •8 yrs SL, direct care and mgmnt – has sense of what direct care staff is responsible for – been in their shoes – hard job •Non-profits – challenging work – sharp skill = social awareness and customer service •Evaluator – prioritizing – multitasking – switch between types of eval is & what next visit will bring- constant prioritizing •Provider and clients – visit can be intrusive – acknowledge challenges
<p>Question 2. Describe your experience with:</p> <ul style="list-style-type: none"> ■ monitoring compliance with rules and regulations ■ monitoring corrective measures put in place as a result of previously noted deficiencies; and ■ monitoring the performance of providers and/or contractors. 	90.00	90	<ul style="list-style-type: none"> •Many regs have to be aware of some memorized, some have to look up – don't assume understanding - reread if questioning or have a diff •WACs RCW DDA policy – stay on top of changes •Staying on top of COVID regs – challenging as it was constant change – successfully protected clients – basic safety visits •Monitoring compliance – stated corrections have been accepted – maintaining conversations w/ provider
<p>Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples):</p> <ul style="list-style-type: none"> ■ in verbal form, including difficult conversations such as those dealing with sensitive topics and ■ conversations with people who have physical or other difficulties that limit their ability to communicate; and ■ in written form, including drafting and finalizing technical and narrative reports. 	75.00	90	<p>introduces & respectful when coming to home and read clients mood constantly reading the room, capabilities, interests – knowing if client is CP = line of sight or need translation or adaptive services – everything is clients choice</p> <ul style="list-style-type: none"> •Visitors could be traumatic for them – keeps open
<p>Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.</p>	65.00	65	<p>Equal – lot of experience doing both – making decisions on your own – think on your toes and mal</p>
<p>Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.</p>	65.00	65	<ul style="list-style-type: none"> •Various capacities – tutor, supported living setting, evaluator role, has worked in other settings i.e. pharmacy where she had – direct support professionals can relate with •Woman that she remembers – supporting her through SL, self injuris behaviors – she blossomed and thrived – what is possible for clients in these settings – snap shot interaction – tries to apply those experiences and skills when doing an evaluation •Never assume – always remember each indiv visit is unique
<p>Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.</p>	65.00	65	<ul style="list-style-type: none"> •WAC, RCWs DDA policies – important to not assume you have it memorized. Revisit language, dissect it, debate it. Always going back tot hat reference point no matter how long you have been doing the work. •SOPs •Staying on top of Updated requirements •Understanding regulations •Functional assessment and training supports changes were significant •Be ready to change – not being complacent – ready to consult and discuss
<p>Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.</p>	65.00	65	<ul style="list-style-type: none"> •Adapt to technology •Evolving formats •Has gone from postal mail to now – lot of growth in the past 13 yrs •Uses Outlook and Word every day – has also used excel and powerpoint •Be open to what's next – •Careful with confidentiality – pharmacy – HIPAA – will remind others of adherence •Adapt to new expectations – remote work – learn •Always being ready and willing to adapt •Working with QA at RCS to review and adapt forms
<p>Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.</p>	65.00	65	<ul style="list-style-type: none"> •Paper record keeping – storage adherence in contracts -knowing expectations and requirements •Has own form for time keeping records •Invoices = standard form – uses appropriate form as provided – ensure information •Prioritizing – keeps track to ensure continuous work flow •Organizing – preparation is limited, but can organize routine work – important, but can only be done with certain parts of work •Conscious of deadlines – provide docs so they can be turned around and provided to provider
<p>Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.</p>	65.00	65	<ul style="list-style-type: none"> •Important to her – diversity she thrives in •A lot of staff in field in settings who are ESL – bring a lot of respect forth •Creative with communication •Field of acronyms – aware of & careful not to use or explain what they mean •Long history of working with diverse groups •Seeks it out if not in a diverse group •Collaboration •More fulfilling way to work when there is differences •Place of respect •Standard form – but always incidental questions – wants to ensure staff feel respected and can participate – how can she creatively for participation opportunity

<p>Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.</p>	<p>65.00</p>	<p>65</p>	<ul style="list-style-type: none"> •Documentation subject to audit – will receive documentation on audit •Opens up discussions regarding forms - improvement process – not taken personally •Statements of efficiency – can't take it personally •Need objectivity with colleagues – regular discussions – collaborate on writing statement of efficiencies •Continuous part of work •Can't be defensive •Professional documentation •Being open •Couple of IDRS – conversations with dispute dept. •Provider questions – delivering information to people that they may not want to receive – develop a savvy over time – respectful delivery •Defend your citations to providers
<p>TOTAL ORAL INTERVIEW POINTS</p>	<p>685</p>	<p>700</p>	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 3
Bidder: Jennifer Ahrens
Tuesday, May 21, 2024 at 10:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	65.00	65	g work. She understands that evaluators have to be able to shift from OPRS, CH, different types o
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	90.00	90	Relying on WACs, policy, RCW. COVID staying on top of regulations because they changed so fre
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	80.00	90	Reading the room, asking client preferences, helpful t
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	Prioritizing health and safety first, need to be self-driven because there is a lot of time working al
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	60.00	65	Tutor, supported living, now as an evaluator, can relate to direct support professionals. Uses her
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	65.00	65	DDA policies, RCWs, WACs, don't make assumptions. Things are always changing. Having a bas
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	65.00	65	Lots of adapting to technology, outlook, word, has experience with excel and powerpoint.
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	60.00	65	Things are moving to be more electronic, she has developed her own timesheet, for invoices she
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	60.00	65	Thrives in diversity, staff in the setting who are english language learners, lots of acronyms, expla
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	Documentation is subject to QA review. Finding in documentation can foster healthy conversati
TOTAL ORAL INTERVIEW POINTS	675	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 4
Bidder: Jennifer Ahrens
Tuesday, May 21, 2024 at 10:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQ and contract.	60.00	65	No employees, social services in many settings. Worked in SL for 8 years with direct care and management, Sense of what direct care staff are responsible of care. Respect what they do and it is a hard job. Aware we acknowledge that. Non-profit experience. Multi-task and prioritizing. Switching to other tasks. Cannot predict.
Question 2. Describe your experience with: <ul style="list-style-type: none"> ■ monitoring compliance with rules and regulations ■ monitoring corrective measures put in place as a result of previously noted deficiencies; and ■ monitoring the performance of providers and/or contractors. 	80.00	90	Understand the regulations- some I have memorized and need to revisit the regulation. Do not assume. Referencing the rules and regulations.
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ■ in verbal form, including difficult conversations such as those dealing with sensitive topics and ■ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	80.00	90	Adapting constantly- respectful it is their home and others are not excited about your visit, red and navigate the visits. Reading the room and what the client is capable of and interested in. Asking permission and letting them know why I am there. CP and line of sight be aware of this. Unique with every visit. Enabling them to participate. They have choices. Open communication. Example: Client how was deaf and non verbal and excited to show around home and gestures communication. Unique to client. Ready to accurate and respect.
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	55.00	65	Pretty equal. Experience doing both. Time spent on your own in challenging situations. Think on your toes to decide what can happen immediately. Can you revisit later. Need to be self driven and initiative. Diversity, work together and can always see a creative way to come to a common ground. Always something there. Assess where people are at.
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	60.00	65	Worked with ICF/IID, tutor, SL setting and now in this current role. Many years of experience, pharmacy. Worked with a large amount of people with DD and seeing what is possible of the clients in these settings. Applying all the skill sin the past to an evaluations.
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	60.00	65	Go back to reference point and not making assumptions no matter how long you are doing the work, SOP and POD and need to revisit those. Formatting for report and staying informed and stay updating.
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	55.00	65	Going from paper to electronic, outlook and word everyday. Confidentiality is major in the setting and experience with high level with confidentiality. Adapt to new expectations and there has been so much change. Remote work and adapting to teams and other platforms and tech.
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	60.00	65	Business insurance, record keeping evolving more and more electronic and in transition and contractual changes and evolving and important to be aware of this. Requirements and we did not have state issued computers and keeping confidential. Computer record storage. i developed my own form for hourly and some our flat rate. Standard form are invoices different between DDA and RCS. Through information and prioritizing. Clients come first. Complete the work and delay the invoicing. Clients re priority. Keep track of each job. Organization of work, client sample and unannounced visit and being flexible and adjust. Nature of the work and be ready to adapt. Conscious of deadlines.
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	55.00	65	Staff in the field and settings we evaluate who are english language learners. Bring respect and be creative with communication. Field filled with acronyms and easy for us all to use cacually and make assumptions that others know about it. Able to participate and opportunity to participate.
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	55.00	65	Working with QA and giving feedback and work together to make the process better.
TOTAL ORAL INTERVIEW POINTS	620	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 5
Bidder: Jennifer Ahrens
Tuesday, May 21, 2024 at 10:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	65.00	65	to DSPs and acknowledge their difficult work. Worked in non-profits also: sharp skills, good multi
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	80.00	90	Individually and collaborating with colleagues, pull out the WAC (even common WAC
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	85.00	90	You don't know anything about the clients initially. Be able to read the client and it can
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	Equal - working independently and as a team. A lot of time making decision on your own - safety i
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	Worked with individuals with intellectual disabilities as a tutor, SL, and current working. Worked
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	65.00	65	WAC, RCW, DDA Policies - important to not make assumptions or assume you have it memorize
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	60.00	65	A lot of adapting to technology. When started - everything was done by postal mail. Then moved t
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	60.00	65	Have business insurance. Secure and confidential storage is evolving. Have state-issued compu
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	60.00	65	Love diversity. Thrive in diversity. There are a lot of staff in the field who are English l
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	Documentation is subject to QA review for RCS. Accept as part of the work and recognize I am hu
TOTAL ORAL INTERVIEW POINTS	670	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 1
Bidder: Eagle Tail Consultants
Tuesday, May 21, 2024 at 2:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	30.00	65	Experience and education that he has is valuable and relevant to what is proposed in the contract or RFQQ. Has experience in doing organizational evaluations and reviews per AAA HC and CARF standards, and joint commission. Wide experience in this area that would be a benefit.
Question 2. Describe your experience with: <ul style="list-style-type: none"> ■ monitoring compliance with rules and regulations ■ monitoring corrective measures put in place as a result of previously noted deficiencies; and ■ monitoring the performance of providers and/or contractors. 	75.00	90	When he worked for the federal Indian Health Services, experience and job duties were monitoring and evaluating urban health care programs and tribal health care programs. Would go in and do a review and evaluation and make recommendations. If there were prior deficiencies, would make sure that they were corrected. Would lend technical assistance to those programs - behavioral health, CARF, health care programs, AAA/HC, six urban health programs (Wyoming and Montana for the tribes). Did further reviews - if needed more technical assistance would provide it or find someone with more knowledge in that area to provide it.
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ■ in verbal form, including difficult conversations such as those dealing with sensitive topics and ■ conversations with people who have physical or other difficulties that limit their ability to communicate; and ■ in written form, including drafting and finalizing technical and narrative reports. 	45.00	90	Being able to communicate with people on an individual basis and also at a conference or in group communications. The ones who have limited communications, would sit down with them and describe or get the information that he needed. Wouldn't go into too much detail. Would ask a question, describe it, go further in description if they don't understand and give them time to communicate.
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	50.00	65	He is the only evaluator, plus his wife as an interim if he is unable to do the evaluation. He has a masters degree and is able to communicate and has a lot of experience in program evaluation and reviews. His wife is an ex teacher and has been able to work independently and as a group. On his evaluations, sometimes would have a team - financial, medical. Program evaluations - don't just look at one thing, look at policies and procedures down to documentation, safety. Client safety is so important. Priority in his evaluation and his wife's teaching experience. She taught adults and children and was an administrator of a residential treatment center. Experience and education is there. No difficulty in doing evaluations. Just time consuming. You have to review a lot of material and documentation, especially client safety. Rules and regulations, are they following their policies on client safety. Are they having safety meetings when they are supposed to, do they have a crash cart in a residential treatment center, etc.
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	40.00	65	One point in his life he worked at a developmentally disabled facility - Medical Lake. He had to learn to communicate with a lot of the residents on their level. Understand that they communicate verbally and nonverbally. Wife worked with adult education and a lot of them had some sort of learning disability. Had to bring the information down to their level where they understood.
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	40.00	65	Each one of them are very familiar with using rules and policies in any type of program. He has written policies and procedures for programs to meet the laws for federal, tribal, and behavioral health to meet the WAC. Familiar with researching the requirements and monitoring if they are being utilized or are collecting dust in a corner.
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	35.00	65	He is familiar with a computer and all of the requirements that it requires to protect the client information, meet HIPPA requirements that is needed for the evaluation. When you interview a client, their information is protected. When you go into a facility that needs client confidentiality, then the program or organization has to have a sign-in/out sheet. Using computers - essential that you protect your information, especially confidential information that meets HIPPA and federal requirements.
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	30.00	65	Takes care of business affairs and making sure they meet all business standards or you get in trouble. Insurance for this contract - has taken him 3 weeks that would develop a policy. Most insurance companies don't go to that amount. Very expensive insurance. Invoices - he does most of his own business affairs. Knows that if he needs to he can get a professional bookkeeper, tax person, etc. He knows where they are located and will obtain it if needed.
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	45.00	65	Essential when you are dealing with people. People person - able to adjust communications and respect for whoever you are working or communicating with. When you are working with elders, you have to be able to understand and respect them. A lot of them come from different experience in their lives and different cultures. You respect it and give them that respect.
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	45.00	65	Previous work before he retired - working with the federal government, had to understand tribal sovereignty - a benefit but also it gets to a point where they feel that you are coming in and doing a program review (on a health contract or a residential program) - they feel that you are overstepping their boundaries on their sovereignty. You have to defend it - the contract lies out what needs to be done - CARE, AAA/HC standards, joint commission. Shows them what they need to meet. Never had it go to where it was a court action. More of a sit down explanation of what policies weren't being followed or what standards wouldn't be met. This took care of it.
TOTAL ORAL INTERVIEW POINTS	435	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 2
Bidder: Eagle Tail Consultants
Tuesday, May 21, 2024 at 2:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	55.00	65	•Experience and education that he has would be valuable and relevant to what was proposed in the RFQQ – experience in evals and review in Joint commission, carf, one other
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	90.00	90	•Worked for federal Indian health services = job duties monitoring and evaluating urban and triba
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	70.00	90	•Being able to communicate with individuals or in gro
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	•He and wife as interim if he is unavailable – master's degree, lot of experience with reviews – wife ex teacher, can work by herself or in a team (administrator of residential treatment center) •His team = financial, medical and him – look at policies/ procedures •Client safety is a priority •Experience with evaluations, documentation
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	•One point he worked at medical Lake – learned to communicate with residents on that level – verbal and non-verbal communication •Wife worked with adult education – brought to their level
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	60.00	65	•Very familiar with rules and policies in any type of program. He has written them to meet laws of
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	50.00	65	•Meet HIPAA requirements / using computers = essential to protect information that meets requi
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	65.00	65	•Make sure that you meet all standards otherwise in trouble •Found insurance – discussed process •Invoices = wants to get paid •He does his own books, but will obtain a third party if necessary
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	65.00	65	•People person – adjust your communications to those you are communicating with – understan
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	60.00	65	•Previous work – fed work – had to understand sovereignty. Come in to do a eval on something pp
TOTAL ORAL INTERVIEW POINTS	645	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 3
Bidder: Eagle Tail Consultants
Tuesday, May 21, 2024 at 2:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	50.00	65	Experience with evaluations and reviews per AAA and joint comissions.
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	70.00	90	Worked for Indian health services, monitoring and evaluating urban health care, completed revie
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	20.00	90	People with limited communication, he would take th
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	60.00	65	Him and his wife are evaluators, he has his masters degree, a lot of experience completing these
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	20.00	65	Worked previously at medical lake that supported individuals with developmental disabilities.
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	30.00	65	Familiar with using rules and policies, any program. He has experience writing policy federal and
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	10.00	65	Familiar with protecting client information. HIPPA. Agencies having sign in and sign out sheets.
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	20.00	65	Taking care of your business affairs. Having insurance. Completing invoices.
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	10.00	65	Respect people, different cultures, give them respect.
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	20.00	65	Had to learn tribal sovereignty, can feel you are over stepping your boundaries. Never had to go tl
TOTAL ORAL INTERVIEW POINTS	310	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 4
Bidder: Eagle Tail Consultants
Tuesday, May 21, 2024 at 2:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	40.00	65	Education experience valuable and relevant to what I proposed in the contract. Have experience organization AAA and behavior health and CARF and Joint Commission.
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	70.00	90	Worked for Federal Indian Health Services- monitoring and evaluating urban and tribal health care programs, do a review and evaluation and recommendation. If there were prior deficiencies and ensure these deficiencies were corrected and technical assistance to meet the standards - healthcare and behavioral health. Oversee in Wyoming and Montana. Work with them and lend tech assist. Correct and review.
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	40.00	90	Being able to communication on an individual basis and conference or group. Limited communication and sit with them individually to get info more needed. Not too much detail and ask the question and describe and if they do not understand go into further detail.
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	40.00	65	I would the only one and I have a masters degree and wife is a teacher- backup. Financial, medical on my team and can work independently. Evaluate you look at policies and procedures to documentation and safety. Client safety is very important and a priority.
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	30.00	65	Residents on their level, communicate verbally and non verbally, Medical Lake, education and leaning disability bring down to their level where they understood and comprehend and do what was required.
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	20.00	65	Review and describe on what is in the policy and procedures.
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	40.00	65	Computer and requirements to protect the client information. Meet HIPPA requirements and all that area that is needed for evaluations and when interviewing clients. Protected. In facilities client confidentiality and the program has to have a sign in and sign out sheet. Protect info on computers. and federal requirements.
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	40.00	65	Take care of you business affairs and if you don you are insoluble. Insurance for this contract- 3 weeks to find and that would develop a policy for this, most don't go 2 mill and 4 million and very expensive to get insurance and the invoices- I was to get paid. I do most of my business affairs and tax person and know if I need there services I will get that
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	30.00	65	Respect them and give them the respect.
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	50.00	65	Tribal sovren and sometimes they feel you are coming in on a program review on a contract or residential program and they feel they are overstepping your boundaries. You have to defend it. Show the policies and the laws and what they need to meet. 3rd party biller and Medicaid ore Medicare- no court action and more on a sit down explanation.
TOTAL ORAL INTERVIEW POINTS	400	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 5
Bidder: Eagle Tail Consultants
Tuesday, May 21, 2024 at 2:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	20.00	65	Experience and education would be valuable and relevant. Experience in organizational evaluation
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	90.00	90	When worked for Federal Indian Health services - experience in monitoring and evaluating health
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	20.00	90	(Very limited info and detail provided) Being able to c
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	Leon is the only evaluator and wife to fill in . Leon has a master's degree. Wife is an ex-teacher an
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	Worked at at Medical Lake development disability. Other evaluator worked with others with DD a
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	40.00	65	(Limited info provided) Each one of us are very familiar with using rules and policies with any ty
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	35.00	65	(Only discussed himself and not other evaluator) Myself I am familiar with computer and require
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	30.00	65	(Provided limited info for this question) Take care of your business affairs and make sure they ne
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	30.00	65	(Provided limited info) Essential when dealing with people. When you are a people person you ne
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	20.00	65	(Discussed his review of others work and not review of his work) Working with the Federals I had:
TOTAL ORAL INTERVIEW POINTS	415	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 1
Bidder: Kathy Kershner
Wednesday, May 22, 2024 at 9:30

Questions	Points Awarded	Maximum Possible Points	Comments
<p>Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQ and contract.</p>	65.00	65	<p>Has been in the field of DD for 32 years. Evaluator for 20 years. Offers the institutional history for the last 30 years of the DDA system. Prior to becoming an evaluator, Administrator of a home for people living in the community. Has been on the other side of evaluations. Good relationships with many people in DDA, including providers and people who work for DDA. Extensive knowledge of WACs, RCWs, SOPs, DDA system as a whole. Lives in the most northwest part of the state - gives her the benefit of being able to serve the area well. Also willing to go anywhere in the state.</p>
<p>Question 2. Describe your experience with:</p> <ul style="list-style-type: none"> ■ monitoring compliance with rules and regulations ■ monitoring corrective measures put in place as a result of previously noted deficiencies; and ■ monitoring the performance of providers and/or contractors. 	85.00	90	<p>Currently contracted with RCS and DDA to provide SL providers, CH, OPRS, AL, IDR services for RCS. Has been doing this since 2004. Has evaluated 433 residential service providers, completed 146 CH evals, 284 follow-up visits, 16 AL evaluations, 90 provider practice compliance reviews, 7 OPRS reviews, 20 IDRs, 1 SAIF evaluation, 1 ETSS review, 1 children's SOLA review. Extensive experience monitoring and evaluating programs. Has also done some monitoring of providers put on 90 day compliance reviews for deficiencies. Role is to determine if people with disabilities are safe from abuse, neglect exploitation, and if the services offered are in accordance with rules, policy directives. Functions independently and as part of a team in conducting evaluations. Designated lead in some instances and coordinates responsibilities of team.</p>
<p>Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples):</p> <ul style="list-style-type: none"> ■ in verbal form, including difficult conversations such as those dealing with sensitive topics and ■ conversations with people who have physical or other difficulties that limit their ability to communicate; and ■ in written form, including drafting and finalizing technical and narrative reports. 	85.00	90	<p>Generally, very direct communicator. Likes to present information clearly and concisely, while also remaining curious. Important to remain open and curious to the person she is listening to. Interviews about sensitive topics - ask to go someplace private, listens, offers privacy, asks questions to clarify information. If she has to provide information to the person will be caring, but also clear in what the information is. When discussing sensitive information, other person is possibly nervous about the conversation - don't want to add confusion to their nervousness. Talk slower, check in for understanding, help summarize the conversation at the end. Example - talking to a provider about a deficient practice that they will be cited on. They could be defensive, coming back angrily. Remain calm, stay focused on the facts, and allow the person to hear what she says and asks questions back. In written form - has a lot of practice writing citations. Standard is to use the principles of documentation, be clear, stay away from jargon, define terms that the average person won't understand. Uses spell check and grammar.</p>
<p>Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.</p>	60.00	65	<p>Served in the US Navy for 22 years. Part other experience there was working individually to accomplish the mission that she had, and then combine efforts with the rest of the team. Works well in either capacity. Self started. Very organized. A lot of people come to her and ask for things they have misplaced in their own world. Elected twice to serve as county council member - functioned as an individual in that capacity, representing a whole bunch of people. Also worked with 6 other council members - had to work as a team to get things accomplished to get things going forward. As an evaluator, sometimes lead the teams - organize members, assign work, collect information, ensure the report is written and turned in on time, put into state level system. Confident in that role. Working individually most of the time in DDA or with follow-ups - organized, able to confidently complete her work on her own. Doesn't need to have a team to get it done.</p>
<p>Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.</p>	65.00	65	<p>She is the only one on her RFQ - no other evaluators. In 1992, offered a job in Oak Harbor working with a woman who had Prader Willi Syndrome. Supported her as a DSP - quickly advanced to lead staff, helped train and scheduled staff. Advanced to program manager - wrote IISPs, goals, implementing service plans, medical care, financials. Worked on SECURE development team - training for client de-escalation. Learned how behavior management work and what strategies worked better than others. At that time restrictions were used much more than they are today. Community did good work to identify better communication models to help with a decrease in behaviors. 1997 - Deputy Administrator. Worked in their employment program to match jobs. Co-Administrator. Contracted in 2004. Working with service providers, clients around the state. Interviewing them, visiting homes, checking health and safety requirements, staff supports. Enjoys every minute of it. Love the providers, clients, and the system.</p>
<p>Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.</p>	65.00	65	<p>Has been following the RCWs and WACs for the SL programs for 20 years. Every time there is an issue that comes up, look up the WAC to cite the provider under. Can name some of them by heart. 0150 is health and medical services. 0170 is health and safety. 0130 is client rights and client services. A lot of these are repeats. End up with an extensive knowledge of each WAC. Sometimes situations come up where they read the WAC, look at the situation, and learn something new. Valuable to have people that have this experience that can come forward with this information.</p>
<p>Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.</p>	65.00	65	<p>Using state laptop issued, as well as scanner, and state computer systems - VPN, STARS (assignments filter, enter SODs once approved), Microsoft suite, CARE. New program that she hasn't quite figured out how to access but it is on her radar. Uses email extensively. Uses tech support when she has a problem. Changes password every 90 days, uses VPN. Never leaves laptop where it is available to others. If at an agency, has it with her or locked down. Never leaves it in her car. When in her home, in a locking office. Client records go through a shredding service that she pays for, with verification from the company.</p>

<p>Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.</p>	65.00	65	<p>Uses Excel to track all of her jobs. Has a spreadsheet with all of the jobs that she has completed every year. Also tracks expenses, payments received. Developed a worksheet to track jobs that are assigned. After COVID, trying to catch up (RCS) so it is very busy. Shows where she is in each job - SOD written, working papers typed and uploaded, A19 submitted, SOD in STARS, etc. Used state generated A19s to email billing. Calendar to schedule work to be sure she is maximizing the work that needs to get done and which areas of the state. Insurance - hasn't had to do this, but the contract is asking for that. Has USAA that can offer business insurance - waiting to see if this will be required. Doesn't keep a timesheet. Tracks hours for jobs. File cabinet full of A19s, working papers that are not approved, etc. Home office.</p>
<p>Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.</p>	65.00	65	<p>Happens almost every evaluation. Last week was interviewing someone who English was a second language for. Pulled out interpreter on phone. Spoke more slowly so she could hear what she was saying, separate words so she could look them up if she wanted to. Lovely interaction. Staff could understand what she was asking. Offered to have her call one of her staff that they couldn't get to. People with disabilities come with the same personalities that we all have. When entering a home, aware of surroundings so she can understand the energy level. If high and clients may be agitated and staff are nervous, tries to take a step back and let situation calm down. Monday in home and client was agitated because there was a stranger in the house. Program Manager instructed her to go right to the client and shake their hand and tell him about the visit. She did this. He calmed right down. 15 minutes into the visit he got upset. She stopped what she was doing, gave him 100% attention and let him know what she was doing and how much more time she needed. He calmed down. Example of how she would meet someone where they are - whether staff person or client. Evaluators are serving both.</p>
<p>Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.</p>	60.00	65	<p>Administrator for Service Alternatives, other side of the evaluation process. Understand what it means to be evaluated where all of the work that you have done over the last 2 years will be looked at. Had her work evaluated when she was the Deputy Administrator and was supporting clients in the Work First program. County level audit. State CSOs would also review the program. County council member - 50,000 people reviewing every decision she ever made. People would talk on the microphone when they were upset. On a path but sometimes you make a mistake and have to get back on the path. RCS evaluates work weekly - they have final approval of SODs. Once approved, they enter. DDA also review reports that are sent in for other providers. Let her know if there is something on the report that needs to be corrected.</p>
<p>TOTAL ORAL INTERVIEW POINTS</p>	680	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 2
Bidder: Kathy Kershner
Wednesday, May 22, 2024 at 9:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	65.00	65	<ul style="list-style-type: none"> •In field w/ DDA 32 yrs – evaluator 20 yrs •Administrator of program in community – been evaluated <ul style="list-style-type: none"> •Good DDA relationships – •Extensive WAC knowledge, RCW, SOPs, DDA policies •Open to provide service throughout the state
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	90.00	90	<ul style="list-style-type: none"> •Currently contract with RCS & DDA •Dispute res services for RCS – long term care fac •Broke don how many evals per type since 2004 •Extensive experience monitoring and evaluating these programs •90 day review processes – overseeing deficiencies cited on •Role is to determine clients are safe from abuse and establishment is in compliance •Occasionally oversees a team
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	85.00	90	<ul style="list-style-type: none"> •Important that she remains open and curious •Asks to go to somewhere private, listens and clarifies •Caring, empathetic and clear with sensitive info – check in for understanding – summarize – calm, stay focused on facts, allow them to hear what is said
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	<ul style="list-style-type: none"> •Served in Navy for 22 yrs – working individually to accomplish mission she had then with team to accomplish •Self-starter •Organized •Represents a district in her county as an elected member – 6 other council members to come to solutions •Evaluator – leads teams if designated – to complete process through the end
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	<ul style="list-style-type: none"> •Sole proprietor •1992 – working with woman as direct support prof – then lead of program – program manager 7 clients 24/7, IISp, service plan implementation, finances, •Secure development team – deescalate clients in place – behavior management •1997 – deputy administrator employment program – employers and matching DD w/ them •NW region for a company •Contract in 2004 - across WA – health & safety requirements, compliance •Enjoys what she does
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	65.00	65	<ul style="list-style-type: none"> •Following RCW and WACs for 20 yrs •Looks up most appropriate WAC for citations •Has a lot memorized •There can still be situations where you learn something new as applied to particular situations
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	60.00	65	<ul style="list-style-type: none"> •Using state laptop and scanner – state systems – VPN, STAR, MS Suite, CARES, email, tech support if needed •Confidential – changing password, keeps laptop w/ her •Shredding service
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	65.00	65	<ul style="list-style-type: none"> •Excel to track jobs – has back to 2004 – uses for jobs, invoice tracking, etc •Tracking sheet for each job – each function that needs to be completed •Maximizing work in areas it needs to get done •Insurance – looking at business insurance through them •Keeps hours on job tracking sheet •File cabinet •Organized – home office for all work
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	60.00	65	<ul style="list-style-type: none"> •Interviewing someone ESL – interpreter on provider’s phone worked through the conversation slowly •Slow down and let the process unfold as it needs to •DD ppl – have personalities like all of us •Reads the room – waits for calm down of emotions •Introduces •Meets ppl where they are – staff or client – evaluators serve both
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	<ul style="list-style-type: none"> •Administrator for Service Alternatives – understands what it means to be evaluated – hoping you meet all requirements •Evaluated county level audit – work first program •County council – 50,000 ppl reviewing every move you make •RCS evaluates every week – for final approval of work before upload •DDA oversight if something wrong in report
TOTAL ORAL INTERVIEW POINTS	685	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 3
Bidder: Kathy Kershner
Wednesday, May 22, 2024 at 9:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	65.00	65	he worked in the field and knows both sides of having to have been evaluated. Has built strong rel
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	90.00	90	Currently contracted with RCS and DDA, completing evaluations for a number of different progra
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	90.00	90	Direct communicator, while remaining empathetic, al
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	Served in the Navy, experience working individually and as a team, works well in both settings. W
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	Worked as a direct support professional in 92. Experience writing individual support plans. 97 we
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	65.00	65	RCW, WACs, anytime an issue comes up she has to look up the RCW and WAC, interpreting wac.
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	65.00	65	Has state laptop, VPN, STAR, Microsoft, CARE, Outlook. Never leaves her laptop alone, keeps it i
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	65.00	65	Uses a spreadsheet to keep track of her jobs and financials. Uses a tracking sheet to keep track c
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	60.00	65	English as second language, used a interpreter device on the persons phone and it worked well. t
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	In city council would get feedback, and as an evaluator. RCS also evaluates all evaluations comp
TOTAL ORAL INTERVIEW POINTS	695	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 4
Bidder: Kathy Kershner
Wednesday, May 22, 2024 at 9:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	55.00	65	30 plus years of experience. Been on both sides of the spectrum, NH part of the state- Lindon WA. Serve this area well. Go anywhere in the state and willing to do so. Regulatory experience.
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	85.00	90	Currently contract with RCS and DDA SL and many homes and began providing IIDR for RCS LTC. Doing since 2004. Evaluated 433 providers- 284 follow up evaluations, 16 alternative living and 90 compliance reviews and many others. 20 IIDR reviews. Childrens SOLA. Monitoring and evaluating these programs. Monitoring of providers that have been put on 90 day reviews. Role is to determine if clients are safe from abuse, contract requirements, department and division directives.
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	85.00	90	Direct communicator- clear and concise with listening ear and remaining empathetic. Diff conversations- remain open and curious to the person I am listening to. Sensitive topics- private conversation and listen and let them tell me what they need to tell me and ask them questions along the way. I provide caring response and clear response. slower and ensure understanding and summarize at the end. Provider sharing deficient practice and be calm and stay focused on facts of the matter. Allow the person to hear what I say and comm back. Exp writing citations, use POD and be clear, stay away from jargon and layman terms. MS tools for spell chat and grammar.
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	60.00	65	Served in the US navy- there was a bigger missions. Self starter and organized. Told her she is organized and people ask her for help and how to find things. Elected to service council member and representing a district in my county. Repped a whole bunch of people and worked with 6 other council members. Work as a team and come to solutions. Evaluator- lead the team as times and organize member and assign the work and ensure report is written and turned in on time. At placed in the systems at the state level. Individually in DDA and with follow-up and organized and confidently complete the work on my own.
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	60.00	65	No other evaluators- 1992 started working with a woman as a direct support and then moved to lead staff I/DD then advanced to program manager and had 7 clients. Wrote the IISP/ISP and writing goals and service plans and ensure they have the care and financial needs met. De-escalate clients work, behavior management and strategies and in the 1990s restrictions were being used. Community did good work to identify better comm model and strategies to not use devices, deputy and working with employment program and DD clients and finding jobs in communities. 1999 co administrator and more SL exp. 2004 contract with the state for 20 years, interviewing and health and safety checks, WAC review and enjoying every minute of it. Love our system.
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	55.00	65	We have to look at most appropriate WAC and I have memorized some. Noted some of those and some are more repeat and extensive knowledge in the WACs and we always go back the WAC to understand and apply to a situation. Valuable to have that experience.
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	60.00	65	state laptop, STARS, MS and CAREs, email and tech support when I have a problem. Confidential change password Q 90 days, VPN, do not leave laptop or locked. Never leave in my car. Paper record and go through shredding services and verified and pay for service.
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	65.00	65	Use excel to track jobs and spreadsheet since 2004. Track al expenses and payments financial guru. Dev a worksheet to track jobs that are assigned. Catching up and getting there since COVID and it is very busy. Track where I am in each job. SOD, A-19, SOD in STARS, and functions I need to completed. A-19 for billing and email them in and use a calendar to schedule work. Max the work in the areas of the state that needs to get done. Insurance- had not had to and this contract asked about it. USAA can offer business insurance and not sure if required or not. Home office, shredding
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	65.00	65	Happens almost Q eval. Last week I was interviewing someone English was second language. Interpreter on phone and spoke slow and able to have a lovely interaction. Important to slow down and unfold as it needs to. They come with all the same personalities we all have and aware of surroundings. See if energy is high, staff and clients fearful and agitated and be aware of it. Clients can be agitated to have the evaluator in the home and instructed on how to interact by provider it is their own home and he calmed down and then ramped up later and stopped and gave him my hand and he calmed down and continued to do that and be aware
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	On both sides of evaluation process, your work is looked at and you are hoping you met all of the requirements. Had work reviewed when deputy administrator finding jobs for folks- county level audit- CSO would review. Council member- 50,000 people review and het a 4 year grade at election time or they would talk with us in a meeting when they have concerns. Thick skin. RCS evaluates our work every week and SODs and work we do. DDA reviews also.
TOTAL ORAL INTERVIEW POINTS	655	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 5
Bidder: Kathy Kershner
Wednesday, May 22, 2024 at 9:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	65.00	65	evaluated when working in program . Good relationships with DD persons and providers. Never te
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	90.00	90	Currently contract with RCS and DDA for AL, Companion Homes. 436 Companion home evaluati
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	80.00	90	(Great info on difficult conversations. Could have mo
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	Served in the US Navy for 22 years - worked individually and then worked with a team to accompl
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	I am the only evaluator. In 1992 offered a job working with women as DSP with Pradder Willi, ther
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	65.00	65	Following RCWs and WACS for SL programs for 20 years. Every time there is an issue the most gr
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	65.00	65	Experience using the state laptop and scanner, plus VPN, Star System, Microsoft Suite, and CARI
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	65.00	65	Use excel to track all jobs going back to 2004. Track all expenses and payment. Worksheet to tra
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	65.00	65	Occurs almost every evaluation because people are different. English as a second language. Inte
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	Administrative for Service Alt - on other side of the evaluation process - so I know what it is like (2
TOTAL ORAL INTERVIEW POINTS	690	700	

ORAL INTERVIEW SCORESHEET

Evaluator: OE 1

Bidder: disAbility Pros

Tuesday, May 21, 2024 at 3:00

Questions	Points Awarded	Maximum Possible Points	Comments
<p>Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.</p>	55.00	65	<p>Has 27 years experience working with adults with intellectual disabilities in a variety of settings. In the mid-90's started out in direct care. Worked her way up through management, then spent time off on her own starting her own business. Tapped into skilled nursing area as QIDD under federal tags. Partnered with facilities to receive adults there received optimal care. Then went to evaluator positions with RCS/DDA. Have worked independently for some time, collaborated with fellow evaluators, and all time spent in SL programs - direct care, management, oversaw clients, staff (up to 28), spent time doing financial management (up to 60 rep payee accounts). Collaborated with parents/guardians.</p>
<p>Question 2. Describe your experience with:</p> <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	80.00	90	<p>With each of her backgrounds - regulatory rules, policies, different angle. SL time - experienced actual evaluations. Goal was to work programs and keep them in compliance. Spending time as the financial manager, attention was focused on financial WACs. Skilled nursing facilities - had federal tags, also jumped into ensuring the SNFs were doing all they could to provide optimal care, ensure the plans met the needs of the clients. RCS/DDA - RCWs, WAC, DDA policies, residential guidelines. Spent a lot of time going over them, becoming familiar with them. When dealing with regulations, there are so many. Individualized to the programs that you are reviewing. Has the ability to know where to go to find the information when she comes across an individual situation. Helps ensure you get what you need to get to pass on the information.</p>
<p>Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples):</p> <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and conversations with people who have physical or other difficulties that limit their ability to communicate; and ▪ in written form, including drafting and finalizing technical and narrative reports. 	80.00	90	<p>In SL when supervising staff, believe in being direct but also understanding where they are coming from. Help staff understand the why - helped them grasp what she was trying to say, got them on board. SNF - a lot of the same concept, but also looking at the client specific needs, communicating with clients themselves. Lots of times when doing client interviews, just trying to make things comfortable, using body language (sit down versus standing or coming across intimidating) - also does this with RCS/DDA evaluations. Stressful process for them. If she can calm everyone down and present everything calmly, it helps everyone start communicating and talking. Same with calling guardians, who might be intimidated by the state or why they are being questioned. Let them know it is participatory - they don't have to visit. With sensitive topics, people can react differently. Reading the situation, not coming across intimidating. Good news/bad news. Don't have to present it in an authoritative manner. Just outline all of it from the beginning to the end. Written format - end result comes back in written reports. Evaluation tools help guide you. SNF - offered recommendations/observations after every visit. With sensitive topics/areas - has been involved in compliance reviews. In RCS - may have agencies who need regular monitoring. Offer feedback.</p>

<p>Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.</p>	55.00	65	<p>Through the years, has had the opportunity to work independently and also collaborate with a team. Both of those methods - being prepared helps. Having the background knowledge, having the information helps her stay focused. Time management. Routine person. Does certain steps. With team, communication, preparation, collaboration. Comfortable asking questions. If not sure, comfortable putting herself out there to ask what needs to be done. Can see the big picture. Working with others - there may be teammates who are better with steps. Benefit of working with team - pull from everyone's strengths.</p>
<p>Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.</p>	55.00	65	<p>Direct care, management, provider side, responsibilities of ensuring client support needs. Main perspective of that era is making sure you have the supports in place that meet the client's individual needs. Use the plans (ISPs, IISPs, PCSPs) to ensure that direct care staff have the tools and supports they need to provide the best supports. Understand the importance of the plans and keeping them accurate and current. SNF - learned a lot. Worked with adults who were PASRR identified. Took time to learn new system, who the players are. Knowing who to go to, where to find information. Working with social services and the clients. Interviewing, visiting clients. Understanding the fears that clients had in that setting. Sometimes fears come into play that you don't realize are there - reassuring. Evaluator position - has variety of background to work with providers to ensure that they are using all of the resources that they have, making sure plans are up to date, ensuring they understand the importance.</p>
<p>Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.</p>	55.00	65	<p>WACs, RCWs, DDA policies, CFRs - vast. So many. Experience - sitting down to memorize them is a mind blowing job. Sometimes hard to interpret. Trying to nail down and making sure you have the correct interpretation can be tricky. Knowing where to go to find the information. Collaborate - fellow evaluators. They collaborate all of the time. So many different years of experiences. As a team, everyone has different backgrounds. She has a lot of the financial background/WACs because they have been drilled into her mind for the last 20 years. Knowing where to find things and utilizing teammates (if working in a team), or just being comfortable reaching out to someone.</p>
<p>Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.</p>	55.00	65	<p>The more she uses it, the better she becomes. Initially (in SL), the agency had emails, fax machines, printers/copiers. Maintaining confidentiality with sending encrypted emails, making sure things are locked up and secured, don't walk away leaving something open. Even in home office, keeps file cabinets locked (old habit). Working as an evaluator, learning and working in CARE, STARS, Outlook. All tools, reports are written on the computer. Having an awareness of HIPPA and keeping things confidential. If prints something, often will use initials. A lot of it is habit from so many years of that's how it is.</p>

<p>Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.</p>	50.00	65	<p>Sole proprietor. Has a full in-home office. Has office equipment - lock on door, locking file cabinet. Has found that with doing business, better if she has a routine. Working multiple jobs at once - once routine is established - prepare to have all the information to go out and evaluate - important piece. Preparation time is a routine event - what she needs, what she needs to look at, steps of communicating, finding out the best way to review with them. Has a PO box for providers send information if they are not comfortable with technology. Having clear communication with the provider, including different options (i.e. fax machine). End result is to get the organization so she can do what she needs to do. Tracking everything - had boxes when everything was paper. Now that it is electronic - trying to arrange desktop in folders, keep them organized. Sometimes juggles multiple things. Invoicing - having routine set where she doesn't submit an invoice until completely done with all working papers. Slips it out of sight when she is done. If there, hasn't been invoiced. Keep things separate.</p>
<p>Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.</p>	50.00	65	<p>Happens all the time, practically daily. Personally manages this with body language and demeanor. Lots of times there is communication where it is hard to understand what staff or clients are saying. Settles herself, sits, uses positioning and body language. Does have to get the question answered. Being aware, patient, watching tone and body language, realizing that she does have to find and get her information. Others may be just as frustrated with inability to communicate. Works on keeping everything relaxed. Worse comes to worse, will hand them something in writing. Outside the box - trying to get the communication accomplished.</p>
<p>Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.</p>	60.00	65	<p>Has experienced all of this. In SL, had certification evaluations. Experienced it from direct care where the evaluator came out and observed interactions and talked about support plans. Management - experienced certification evaluations at a different angle. Mostly about preparing for the evaluation - knowing the WACs, knowing it is coming and you need to keep up on stuff. SNF - surveys. Her piece was partnering with them to get through the surveys. There was time where advocacy groups would check in about what was going on, what she was doing, reviewed services provided. Didn't have anything to do with regulatory. End result was a good one except at that time clients and social workers didn't understand what was going on. RCS/DDA evaluator - has experienced IDRs. Key there is ensuring that your notes are accurate and detailed. Ensuring that you have the information that is needed. In a particular IDR, the fact that she had copies of a situation helped her situation. If out of compliance, got a copy. Having clear notes and realizing and understanding the importance of maintaining your interviews, observations, record reviews - that they are all working together and backing each other up to support the claim. RCS - QA group coming in to review working papers. Transition to get everything in standard/formatted. Before each evaluator had their own way of doing things. Being able to take the feedback of what you missed and where you need to improve. Getting into the routine.</p>
<p>TOTAL ORAL INTERVIEW POINTS</p>	595	700	

ORAL INTERVIEW SCORESHEET

Evaluator: OE 2

Bidder: disAbility Pros

Tuesday, May 21, 2024 at 3:00

Questions	Points Awarded	Maximum Possible Points	Comments
<p>Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.</p>	65.00	65	<p>IDD - direct care, mt, skilled nursing, DDP, receipt of optimal care, evaluator with RCS & DDA, has worked independently, SL programs, oversaw clients & staff, financial mgmt. - 60 rep payee</p>
<p>Question 2. Describe your experience with:</p> <ul style="list-style-type: none"> ■ monitoring compliance with rules and regulations ■ monitoring corrective measures put in place as a result of previously noted deficiencies; and ■ monitoring the performance of providers and/or contractors. 	90.00	90	<ul style="list-style-type: none"> •Background w/ this - evals in SL - work the programs and keep them in compliance, financial WACS, SNF - federal tags, making sure plans meeting needs of clients •DDA policy, RCW, WAC familiarity •So many regulations and individualistic to the programs reviewed. •Specific instances - knows where to go to find it
<p>Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples):</p> <ul style="list-style-type: none"> ■ in verbal form, including difficult conversations such as those dealing with sensitive topics and ■ conversations with people who have physical or other difficulties that limit their ability to communicate; and ■ in written form, including drafting and finalizing technical and narrative reports. 	90.00	90	<p>In SL when supervising staff = being somewhat direct and understand where they are at - explain the why - fostered partnership</p> <ul style="list-style-type: none"> •SNF - fostering w/ facilities - looking at client needs, discussions with clients themselves •Sit down versus stand •Make environment comfortable
<p>Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.</p>	65.00	65	<ul style="list-style-type: none"> •Has worked independently and collaborated with a team •Preparation helps, background knowledge helps her stay on track and focused, time management - routine •Communication, preparation, collaboration •Comfortable putting herself out there in a team •Sees the big picture
<p>Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.</p>	65.00	65	<ul style="list-style-type: none"> •Direct care, management, responsibilities for client individual needs •Using the IISPs •Ensuring direct care staff have tools they need to provide services - plans accurate & current •SNF - worked with PASRR identified - learned whole new •Who to go to, who to talk to, where to find info •Interviewing and visiting with clients - fears in a SNF •Evaluator positions - working with providers - understanding importance of plans - making sure everything is in place
<p>Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.</p>	65.00	65	<ul style="list-style-type: none"> •RCWs, WAC, - she named more •Knowledge & understanding •Rules and regs can have different interpretations •Knowing where to go to find the info •Collaborating with a fellow evaluator - years of experience with a group •Utilizing your team mates •Being comfortable reaching out to ask questions
<p>Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.</p>	65.00	65	<ul style="list-style-type: none"> •When she has tech available she uses it •Maintaining confidentiality w/ emails - send secured •Financial security background •Files w/ locks •Works in CARE, STARS •Eval tools on computer •HIPAA awareness - keeping things confidential •Habit of years
<p>Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.</p>	65.00	65	<ul style="list-style-type: none"> •Sole proprietor •Full in home office •All equipment that makes things easier •Routine & process - preparation - what needs to be looked at, communication with provider on how they would like to communicate - clear communication - works on providers level of tech understanding •Electronic tracking •Desktop arranged in folders •Invoicing - routine - doesn't submit until complete •She has a process
<p>Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.</p>	65.00	65	<ul style="list-style-type: none"> •Happens often - personally manages a lot w/ body language and demeanor •Sometimes there are communication issues - aware and patient - realize she still needs the info •Keep things relaxed •Works outside of the box depending on situation
<p>Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.</p>	65.00	65	<ul style="list-style-type: none"> •SL - on the other side of cert evals - support plans •Mngmt - cert evals knowing WACS - knowing it is going to happen - you know it's coming, no surprises, know your WACS •SNF - partnering w/ them to get them through their surveys - advocacy groups checking in with what she was doing ensuring all indiv. With IDD were receiving same services as all •RCS IDR - dispute resolution = accurate, detailed notes - ensure info needed is present - if out of compliance make copies of original docs before corrected - supporting docs for claim •RCS - QA group review of papers - formatted/ standardized - constructive feedback •Routine, having working papers w/ QA
TOTAL ORAL INTERVIEW POINTS	700	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 3
Bidder: disAbility Pros
Tuesday, May 21, 2024 at 3:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	65.00	65	with developmental disabilities. Worked in direct care, then worked in SNF, then became an evalu
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	85.00	90	Regulatory rules, policies, SL experienced evaluations to ensure the agency is in compliance and
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	80.00	90	Being direct but also being understanding. Helping th
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	60.00	65	Has worked independently and as a team. Being prepared, she is a routine person. When workin
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	60.00	65	Worked in direct care management. Having supports in place to meet the clients' individual need
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	65.00	65	WAC, RCW, DDA policy, CFR, interpretation of these rules and regulations. Knowing where to go
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	65.00	65	Sending emails encrypted, keeping things locked up and secured. Outlooks, CARE, STARS, evalu
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	55.00	65	File cabinets, Keeping a routine, working multiple jobs at once, prepping before a job. Submits in
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	55.00	65	Body language, demeanor, can be communication barriers. Being aware being patient. Keeping t
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	60.00	65	During work in SL, would have certification evaluations, spend time preparing for them, knowing
TOTAL ORAL INTERVIEW POINTS	650	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 4
Bidder: disAbility Pros
Tuesday, May 21, 2024 at 3:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQ and contract.	60.00	65	Previous experience, Own business, Federal tags and partnered with SNF, contracted evaluators and worked independently and worked collaboration with evaluators and time spend in SL, direct care management, oversee clients and 20 staff, financial management up to 60 rep payee accounts. Managing funds- collaborating with parents and guardians.
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	70.00	90	WAC and regulation focus for many year and SNF- federal Tags and ensuring SNF were doing what they could to provide optimal care and social needs. RCS and DDA and spent - RCS, WAC, policy and procedures. Becoming familiar with those. So many regulations and individualistic to the program you are reviewing. Broad question but I know where to go to find the information I need. How to access and important.
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	70.00	90	Direct and understanding where they are coming from and supervising and understand the why. Client interviews and try to make this comfortable and body language. Stand or come across not intimidating- RCS DDA evals stressful process for those involved calmly. Communicate and talking. Intimidated from the state. We don't have to visits and give you the opportunity- sensitive topic when you are looking at others work. Not authoritative. Written format and written report and eval tools.
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	50.00	65	Comfortable to ask questions and able to put self out there and lost and what needs to be done and see the big picture and pool on everyone's skills. Important to know what I need to be doing.
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	50.00	65	Client support needs and main perspective and supports in place to meet the client in needs. Working with plans and direct care staff have support and services of the clients. Importance in making sure plans are accurate and current. Worked with individuals that were PASSR identified. Who to go to and who to talk to and where to find info. Work with SW in facilities and interviewing clients and fears.
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	45.00	65	Tried to memorize WACs and sometimes they are hard. Interpretation is different from person to person and hard to nail down the interpretation and know where to go to find the interpretation. Collaboration and fellow collaborator for experience. Utilize team mate when's working on team and reaching out to know.
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	45.00	65	Encrypted locked and secure and wont walk away and leave something there. Provide working as an evaluator and STARS, care , outlook and eval tools and reports. Written on computer, having an awareness of HIPPA and keeping things confidential. Printing out information and us initials.
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	50.00	65	Sole proprietor, locked cabinets, I am better if I get things done routinely and multiple jobs at one time and just had some changes and electronic things and developing routines. Preparation and information I need to do the job. Important for me. Prep time and providers are not comfortable with tech, send to PO BOX, routine and clear communication and do they have a fax machine and cannot do the tech. End result is to get information to me. Tracking - when we had paper I had boxes and now using folders on computer and getting used to it. Juggle Mult things.
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	40.00	65	Take in consideration and relaxed and worse comes to worse I submit writing and has paper and pen and outside the box and trying to get communication accomplished.
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	Experienced all of this- cert eval when I worked in St- interviewed and investigated as direct support. Management positions and evals from a different angle and spending he years preparing and knowing the WACs. IDRs ensuring your notes are accurate and detailed and ensure you have the information that is needed. Copies of a situation and helping my situation.
TOTAL ORAL INTERVIEW POINTS	545	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 5
Bidder: disAbility Pros
Tuesday, May 21, 2024 at 3:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	65.00	65	d nursing, evaluator positions with RCS and DDA. Have worked independently for some time and
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	90.00	90	With each background the concepts of regulatory rules. SL: actual evaluations and keep program
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	90.00	90	In SL when supervising staff - being direct and unders
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	Have worked independly and as part of a Team. Being prepared helps, with background knowled
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	Direct care and management from a provider side and responsibilities supporting client support
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	65.00	65	WACS, RCWs, DDA Policies, CFRs - have experience. Memorizing WACS. Interpretation can be di
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	60.00	65	With tech - the more I use it the better I get at it. In SL there were emails and printers - sending en
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	60.00	65	Sole propiertor, in home office, all the needed equipment, locks on door and file cabinets. Use R
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	60.00	65	That happens all the time. Manage with body language and demeanor. At times hard to understa
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	In SL there were certification evaluations including what I did and watched. In Management expe
TOTAL ORAL INTERVIEW POINTS	685	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 1
Bidder: Karen Ritter
Wednesday, May 22, 2024 at 2:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	30.00	65	Years of doing the work under various conditions with providers, who also have years of knowledge and experience. New people - initial people doing the work.
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	75.00	90	Decades of experience both as a provider and as an evaluator. Has written SODs. Has had deficiencies written on her programs that she had to correct and made sure they were followed. For RCS, has done follow-ups for corrective action deficiencies. Has seen this and done this. No concerns brought up to her about the work that she has done. Feels confident that she knows that aspect of the work for monitoring deficiencies and corrections.
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and ▪ in written form, including drafting and finalizing technical and narrative reports. 	60.00	90	Has considerable experience working with people with disabilities in communications systems. Familiar with PEC and other communication systems that are machine based. Has basic sign language. Familiar with communication devices. Good with interpreters - works to slow down. Good at verbal communication except in interviews. Written work - has done so many of them. Looks at what she has done in the past and builds on that. If something is new, starts out simple and adds more data. Keep inserting more information. If not substantive deficiency, keeps it simple with the basic facts. Keeps language simple.
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	50.00	65	Work she has been doing for DDA for 13 years, work independently except for with DDA team - they give assignments, work to get them done. RCS - work with the evaluator team. They have been working together for a number of years. Team members created a system - lead, gave assignments, work together. For questions or can't fulfill assignments, work out what needed to be done. Administration of Ambitions - created team of offices managed. Would work together as a team to make sure each office was creating their best work. Favorite work - managing a team of people across the state of WA.
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	55.00	65	Most recently started working with 3 year olds with DD. Experience working with all ages of people with disabilities. Started career working with adults with physical disabilities in an ICF. Got a lot of experience working with people with communication issues. 13 years working with adults with community protection issues. Has found that facility-based contract evaluations, comes across restrictions and similar issues. A lot of experience working with people with behavioral concerns. Can identify them when she sees them in a home or a facility.
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	50.00	65	Most familiar with 388-101. Participated in re-write of those WACs. DDA evaluations have policies and WACs inserted into the evaluation tool. If ever becomes a question about the requirement or point of contention during the evaluation process, can pull it up and talk about the actual policy/WAC. Although she knows the question, policy, and WAC, valuable part of the evaluation tool to have them hyperlinked into the evaluation tool.
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	35.00	65	It keeps changing. Generally not in the forefront of looking at getting into it - finds herself trying it all out. Technology isn't always being used as much as people think it's being used. Uses passwords, goes through the helpdesk if can't resolve a question. Does her best to resolve tech questions before going to them. Able to use everything that she is required to use right now. No major deficits. Perceptive Content - doesn't believe it is being heavily used by DDA staff.
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	30.00	65	Uses A-19s as required by DDA. Keeps a copy until it has been paid. Keeps a copy of the payment. Keeps a list of A-19s submitted. Once they are paid, marks it off. Record keeping is not a whiz-bang thing.
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	55.00	65	Recent example from DDA - 7 years ago generic pronouns were used by RCS. At that time used it to protect a client's confidentiality - nothing to do with a gender issue. Recently a provider took offense to her using plural pronouns - felt it was disrespectful to the client to use non-gender pronouns. She talked to the provider about this and explained that it was a layer of confidentiality since the client names aren't in the evaluation. She then took out and changed it to female pronouns as requested. Client wasn't able to understand the conversation. DDA agreed. It was a difficult conversation because it was about confidentiality for the client.
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	50.00	65	Experience mostly with annual evaluations when she was employed. Has always appreciated an annual evaluation, or a regular evaluation, or meeting with direct supervisor right away. Likes to know right away when she is doing something wrong so she can correct it right away. Doesn't like to go months doing something wrong and be told months later. Appreciates when someone kicks back something and points it out to her. Then she can start learning and won't do the same thing wrong. Doesn't want to do her work wrong. Wants to turn in a quality evaluation. Really receptive to this. Will apologize when she does it wrong and wants to learn.
TOTAL ORAL INTERVIEW POINTS	490	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 2
Bidder: Karen Ritter
Wednesday, May 22, 2024 at 2:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	50.00	65	<ul style="list-style-type: none"> •Years of doing the work under differing conditions •Experience w/ providers
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	70.00	90	<ul style="list-style-type: none"> •Decades of experience as a provider •As evaluator written deficiencies on providers •Has received deficiencies and corrected when a provider •Knows aspect of work
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	85.00	90	<ul style="list-style-type: none"> •Sign language •Interpreter services •Good at interviewing others •Written work – look at what has been done in the past and build on it •If something is new – start simple and add on
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	<ul style="list-style-type: none"> •13 yrs w DDA – work independently •RCS work w/ evaluator team •Team – created system – lead and work out what needed to be done •Manager – 8 offices worked as team to create their best work
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	<ul style="list-style-type: none"> •Most recently 3 yr olds •Has worked with all ages •Physical and intellectual •CP issues – 13 yrs •Communication issues •Behavioral concerns
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	65.00	65	<ul style="list-style-type: none"> •Has participated in rewrites of WAC and policy •Policy and WAC inserted into eval tool •Talk with the provider about what exactly the WAC states •Hyperlinked in eval tool
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	55.00	65	<ul style="list-style-type: none"> •It keeps changing – gets into it and tries it out •Forefront of trying out new tech •Passwords •Uses help desk – tries to resolve on her own first •perceptive content
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	55.00	65	<ul style="list-style-type: none"> •A-19 use – keep copy until paid – lists of submittal and paid •Record keeping = simple
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	60.00	65	<ul style="list-style-type: none"> •DDA example – 7 yrs ago – generic pronouns for client confidentiality – not gender issue – recently a provider was offended that there was use of non gender eval – explained to provider, but provider still wanted it changed and Karen complied •Difficult conversation as it was
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	<ul style="list-style-type: none"> •Annual evaluation – likes to know immediately – just in time •Appreciates when someone points out issues, because she can learn and correct •Wants to do the best work and do it correctly = quality evals
TOTAL ORAL INTERVIEW POINTS	635	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 2
Bidder: Karen Ritter
Wednesday, May 22, 2024 at 2:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	50.00	65	<ul style="list-style-type: none"> •Years of doing the work under differing conditions •Experience w/ providers
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	70.00	90	<ul style="list-style-type: none"> •Decades of experience as a provider •As evaluator written deficiencies on providers •Has received deficiencies and corrected when a provider •Knows aspect of work
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	85.00	90	<ul style="list-style-type: none"> •Sign language •Interpreter services •Good at interviewing others •Written work – look at what has been done in the past and build on it •If something is new – start simple and add on
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	<ul style="list-style-type: none"> •13 yrs w DDA – work independently •RCS work w/ evaluator team •Team – created system – lead and work out what needed to be done •Manager – 8 offices worked as team to create their best work
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	<ul style="list-style-type: none"> •Most recently 3 yr olds •Has worked with all ages •Physical and intellectual •CP issues – 13 yrs •Communication issues •Behavioral concerns
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	65.00	65	<ul style="list-style-type: none"> •Has participated in rewrites of WAC and policy •Policy and WAC inserted into eval tool •Talk with the provider about what exactly the WAC states •Hyperlinked in eval tool
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	55.00	65	<ul style="list-style-type: none"> •It keeps changing – gets into it and tries it out •Forefront of trying out new tech •Passwords •Uses help desk – tries to resolve on her own first •perceptive content
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	55.00	65	<ul style="list-style-type: none"> •A-19 use – keep copy until paid – lists of submittal and paid •Record keeping = simple
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	60.00	65	<ul style="list-style-type: none"> •DDA example – 7 yrs ago – generic pronouns for client confidentiality – not gender issue – recently a provider was offended that there was use of non gender eval – explained to provider, but provider still wanted it changed and Karen complied •Difficult conversation as it was
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	<ul style="list-style-type: none"> •Annual evaluation – likes to know immediately – just in time •Appreciates when someone points out issues, because she can learn and correct •Wants to do the best work and do it correctly = quality evals
TOTAL ORAL INTERVIEW POINTS	635	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 3
Bidder: Karen Ritter
Wednesday, May 22, 2024 at 2:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	40.00	65	Years of experience.
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	80.00	90	Written statement of deficiencies and had statement of deficiencies written against her so she k
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	75.00	90	Knows basic sign language, knows to wait and delay v
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	55.00	65	DDA work as a team, RCS, work as a team with evaluators and assign a lead. When she was an a
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	60.00	65	Supported individuals of all ages with developmental disabilities. Supporting adults with CP 13 y
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	60.00	65	DDA policies, WACs, inserted in the evaluation tool.
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	45.00	65	Technology is constantly changing, uses helpdesk as needed, can use everything that she is req
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	10.00	65	Submit a-19 keep it until she has been paid.
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	55.00	65	Example: using they and them. Recently a provider took offense that evaluator was using plural p
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	45.00	65	Annual evaluation when employed appreciated hearing what needed to be corrected. Wants to h
TOTAL ORAL INTERVIEW POINTS	525	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 4
Bidder: Karen Ritter
Wednesday, May 22, 2024 at 2:00

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	20.00	65	Years of doing the work under various condition or doing the work and they are very experienced and new people doing the work
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	30.00	90	Decades of exp, evaluating services, written statement o deficiencies and corrected deficiencies on my programs I have lead, Follow-up ups for corrective action and no concerns brought up to me about the work that I have done for monitoring and def.
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	30.00	90	Considerable exp with working with people with disabilities and communication systems and basic sign language. Pretty good when an interpreter involved- slow down. Not good at being interviewed. Written work and look at what I have done is the past and wont reinvent the wheel. If new keep adding information and keep simple and provider appreciates basic facts and keep language
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	50.00	65	DDA independently and work with DDA team- they give you the assignment and you get the assignment done- RCS work with the team and created a system and have a lead- you knew your assignments and teamwork when needed. Administrator of Ambitions and I managed 8 office sand we would work together at a team. Favorite parts of my work I have done. Go a head.
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	55.00	65	Most recently working with 3 yr. old with Disabilities. Started career in ICF with physical disabilities. Communication issues and exp working with adults with CP 13 years. DDA contracts are different. Come across restrictions and issues. Exp with behavioral concerns and identify them when I see the. Go ahead.
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	50.00	65	388-101 and that wont be an issue for we anymore and was part of the rewrites before. DDA has policies and WACs inserted into the tool and if it comes into question during the evaluation and you can bring it up. That has been helpful. I know the questions and policy/WAC.
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.		65	Help desk and use passwords and use everything I am required to use right now. Perceptive content not used by DD staff.
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	20.00	65	A-19 as required by DDA, keep copy until paid and keep copy of payment, list on submissions and mark off on sheet. Record keeping is not a whiz bang thing.
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	55.00	65	Paula Sands started to use generic pronouns they and them- not for what was used now and then it was to be confidential to protect clients confidentiality. Recently took an offense I was using plural pronouns and disrespectful to the client. She said it was one more layer to be confidential to the client. Took out the they and themes and put in the female pronouns. Example of how I did not want to take out for confidentiality and nothing about gender. Provider was not able to understand. Felt they were over advocating. In the end I changed it the way the provider wanted it and DDA agreed.
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	50.00	65	I think I have had experience with annual evaluations when I was employed and always appreciated them or a regular eval or meeting with direct supervisor right away if I am doing something wrong. I dont like to be doing something incorrectly for months and then addressed. I dont want to do my work wrong and I was to turn in a quality evaluation. I am receptive to that and I will apologize and I want to learn. The subject is kind of dull.
TOTAL ORAL INTERVIEW POINTS	360	700	

ORAL INTERVIEW SCORESHEET

Evaluator: OE 1

Bidder: Ron Sherman

Thursday, May 23, 2024 at 1:30

Questions	Points Awarded	Maximum Possible Points	Comments
<p>Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.</p>	50.00	65	Responsibility for getting jobs done correctly and timely and within the parameters of the duties. Willing to work odd hours. More often than not as a contractor, doesn't work 9-5. Works whatever is required - evenings, weekends, sending emails, reviewing reports. Responsible, patient, understanding of other people's schedules. AL/CH - individual people with their own schedules. Have to be flexible. Does this on a regular basis. Understanding of their needs.
<p>Question 2. Describe your experience with:</p> <ul style="list-style-type: none"> ■ monitoring compliance with rules and regulations ■ monitoring corrective measures put in place as a result of previously noted deficiencies; and ■ monitoring the performance of providers and/or contractors. 	85.00	90	Entire career with the state has dealt with regulations, RCW, WAC, policies. Involved in writing WAC and policies, reviewing, negotiating during time as state employee. As an evaluator, evaluates to WAC. Familiar with WACs involved. 9 years. Could quote some of them as they are cited regularly. No problem with monitoring WACs. Corrective measures - follow-ups, does average of 2/month with SL and GH. Involves going out and reviewing SODs, plans of correction. Speak to administrators, visits homes, speaks to staff, spends time looking at what they said they were going to do. Often times involves training staff and correcting policies and procedures. Likes to make sure staff understand what they are doing. Complicated job for staff, a lot for them to keep in mind. Overwhelming for new staff. Likes to make sure they understand, and check out that the actual deficiencies were corrected.
<p>Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples):</p> <ul style="list-style-type: none"> ■ in verbal form, including difficult conversations such as those dealing with sensitive topics and ■ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	85.00	90	Matter of being flexible. When doing evaluations, deal with people with different backgrounds. Clients often have communication issues, sometimes behavioral issues. People with cerebral palsy, semi verbal, non verbal, communication devices. Matter of being patient and trying to understand where they are at and allowing them to communicate in any way that they can. Often times clients have sensitive issues. Tries to understand, be patient. Sensitive topics like community protection, have to be sensitive to their needs. Matter of being patient and listening carefully. Example - people with cerebral palsy - would like to talk but the formation of words is difficult. Listened carefully, heard that a client was frustrated that people weren't patient with his communication and walked away. Written - not editorializing, stick to factual information, especially in written form. Writing techniques are technical, minimum words, precise and factual. Tendency is to get wordy but he has learned to be proficient at writing technically.
<p>Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.</p>	60.00	65	SL/GH - mostly teams with 2-5 evaluators. Enjoys those. Likes working on teams. People are easy to work with, they get along well, everyone knows what they are doing. In state work always worked in a team on different groups. Individual work but then also team work, committees. Does well with this. Contributing member. Individual is also fine. CH/AL - done individually. Likes visiting with folks, meeting people. Only 2-3 experiences that didn't turn out very well that involved corrections that upset people. People are easy to work with. Enjoys the clients. A few experiences where the clients were not getting the full care that they needed and he communicated this. Gratifying if you are solving problems. Problem solving is the key to this job. See a problem and try to find a way to make it better.
<p>Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.</p>	60.00	65	Worked for DDA for 25 years. In central office for financial, rates and reimbursement as the manager. Did a lot of work with client information, mostly in the statistical area. Spent a lot of time dealing with providers in various regular meetings, negotiations. Didn't have a lot of time dealing directly with clients. Every now and then would visit home. Has never worked directly with clients. For a few years volunteered at Special Olympics. Good experience. As an evaluator, sees clients all the time. Enjoys visiting the clients - they are all different and have their own personalities, characteristics. Connects well with just about everyone. Tries to talk to the clients where they are at, shows interest in their life and what they do - they generally appreciate this. Likes talking to staff in the programs. Staff do an incredible job. Enjoys this.
<p>Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.</p>	50.00	65	Have their own rules and policies for being an evaluator, including SOPs and rules for accepted methods of writing reports, timelines, other requirements. Also rules for the providers. Overall technical rules - familiar with them (not taking gratuities, being professional in work, etc.). Friendly yet maintain professionalism.
<p>Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.</p>	60.00	65	Uses Word for report writing. Has been using this and computers as long as they have existed. Familiar with technology - spreadsheets, virtual meetings, CARE, STARS, any other programs requested by the state. Comfortable with technology. Sensitive to confidential information. Often have information that shouldn't be shared (medical information, behavior information, private information) - shred it as soon as he is done. Doesn't share anything about the particular clients. Among team members, will share general information. Never mentions names or identifying characteristics. Standard practice. Always keep it in mind - no one likes to have information shared.
<p>Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.</p>	60.00	65	Keeps an elaborate spreadsheet of activities - scheduling, time, expenses, billing, receipts on Excel. Also links it to his tax forms. Has developed an elaborate system. Experience in employment was Access, Excel - was known as an expert in those areas and has carried that on because he is comfortable with it. No employees to maintain. Filing system in his home office. Folders with things he is working on.

<p>Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.</p>	<p>55.00</p>	<p>65</p>	<p>Particularly enjoys visiting with staff in other programs. Meets a lot of people from different backgrounds and cultures, particularly in SL. Depending on what part of the state, sees people from different origins, different religions, etc. Tends to get in conversations with people who are different. Enjoys those interactions. Transgender, different religions - accepts people from all walks of life and backgrounds - embraces that. Easy to work with people - everyone brings their own background, skills, and talents. Makes adjustments in his way of looking at situations. Every once in a while has someone that he has to accommodate - example, combative person or extreme prejudice. One person was a white supremacist/nazi type of person - hard to adapt your behavior. Tries to be accommodating and be professional.</p>
<p>Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.</p>	<p>55.00</p>	<p>65</p>	<p>As an evaluator, hasn't been involved in an administrative review or review from process. Just normal process with field managers. Former job at DDA - had situations where he had to be in administrative hearings to defend something he did or was involved in. Not a pleasant experience. First time was a learning experience. Learned to not talk too much and offer information that was not requested. Learned to listen to questions, respond to facts, and be quiet and wait for the next question. Hasn't done it very many times - can remember 3 times he was in an administrative hearing. Legislative hearings or inquiries - in person or in writing. Key is to say what you know and not try to talk too much or offer anything without solid information or facts.</p>
<p>TOTAL ORAL INTERVIEW POINTS</p>	<p>620</p>	<p>700</p>	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 2
Bidder: Ron Sherman
Thursday, May 23, 2024 at 1:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	55.00	65	<ul style="list-style-type: none"> •General responsibility for correctness and timeliness •Willingness to work odd hours – does what is needed to get the job done •CH & AL – works with their needs, stays flexible – understanding of their needs
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	90.00	90	<ul style="list-style-type: none"> •Experience with state dealing with WAC (writing), policies, negotiating •Evaluator – deals with WAC •Corrective measures – follow-ups – 2 a month avg. -reviewing SODs and plan of corrections – visiting homes and staff – training staff – correcting policies & procedures – staff are busy and need to keep all that stuff in their heads – talks with them to gain understanding of their knowledge
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and ▪ in written form, including drafting and finalizing technical and narrative reports. 	80.00	90	<p style="text-align: center;">Matter of being flexible – different backgrounds and communication issues – verbal. Non-verbal, assistive technology</p> <ul style="list-style-type: none"> •Patient and listening carefully •Allow them to communicate how they can •Understand them – sensitive areas (CP clients) •Experience with people wanting to have a
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	<ul style="list-style-type: none"> •SL & group home settings were teams – he enjoys working with teams, gets along well •Worked with state for number of years – working in groups and teams •Contributing member – voice heard •Likes working individually too – visiting with •Enjoys the clients •Problem solving – make it better
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	<ul style="list-style-type: none"> •DDA – 25 yrs – rates and reimbursement manager – budgeting, cost projections •Provider stakeholder meetings •Not a lot of direct client interaction •Spec Olympics volunteer •Evaluator – sees clients all the time – enjoys visiting with clients, own spec characteristics and personalities – be interested in their life and what they do – hobbies, etc. •Enjoys speaking with staff in the programs •9 years as evaluator
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	50.00	65	<ul style="list-style-type: none"> •SOPs, rules of accepted methods of writing, timelines, etc •General rules •Rules for providers – •Professionalism •Keeps a role separation from providers
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	60.00	65	<ul style="list-style-type: none"> •Word – computers for as long as they have existed •Spreadsheets •Virtual meetings •CARE, STARS •Comfortable with tech •Sensitive to confidential information – med info, other behavior stuff – shreds, nothing ever shared
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	65.00	65	<ul style="list-style-type: none"> •Keeps a spreadsheet with scheduling, expenses, process, etc •Know as expert in excel – comfortable with it •Organization – spreadsheets and filing system
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	65.00	65	<ul style="list-style-type: none"> •Enjoys working and meeting with people from different backgrounds and experience – finds others experiences and backgrounds fascinating •Enjoys these interactions •Embraces ppt from other backgrounds •Their own backgrounds, skills and experiences •Makes adjustments on how he sees things to accommodate certain situation – combative or prejudices •One in particular white supremacist – had to adjust and be accommodating – stayed professional •Facial expressions and body language can be difficult to control on rare occasion
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	<ul style="list-style-type: none"> •Not much outside of normal reviews •Prior w/ DDA – administrative hearings – not particularly pleasant – learning ex – not offer info unless explicitly requested – listen and respond as necessary •Contributions to legislative hearings - say what ya know don't talk too much – use solid information
TOTAL ORAL INTERVIEW POINTS	660	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 3
Bidder: Ron Sherman
Thursday, May 23, 2024 at 1:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	60.00	65	ing the job completed efficiently, working odd hours, evenings, weekends. Being responsible, an
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	85.00	90	Been involved with writing policy, WAC. In this job has to be very familiar with WAC. Corrective ac
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	85.00	90	Needing to be flexible, communication can be difficul
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	60.00	65	SL and GH evaluations work as a team to complete the evaluations. AL, CH working independent
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	60.00	65	Worked with DDA for 20+ year, worked with client information, stakeholder meetings, writing pol
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	20.00	65	Standard operating procedures, ethical rules, be professional
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	60.00	65	Spreadsheets, virtual meetings, STARS, CARE, comfortable with technology. Dealing with confid
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	55.00	65	Billing, timesheets, keeps track on an excel spreadsheet. Keeps on top of his tax documents. Org
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	60.00	65	Really enjoys the work and interacting with staff and clients with different backgrounds, enjoys le
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	60.00	65	In previous job when working at DDA, participated in administrative hearings, listen to questions
TOTAL ORAL INTERVIEW POINTS	605	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 4
Bidder: Ron Sherman
Thursday, May 23, 2024 at 1:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQ and contract.	45.00	65	main thing I bring to the table feeling of general responsibility to get a job done and timely. Willingness to work odd hours. Evening and weekends work. Generally I am responsible and patient and mindful of other peoples schedules. Flexible to their needs and time. understanding of their needs.
Question 2. Describe your experience with: <ul style="list-style-type: none"> ■ monitoring compliance with rules and regulations ■ monitoring corrective measures put in place as a result of previously noted deficiencies; and ■ monitoring the performance of providers and/or contractors. 	75.00	90	Entire career has been with the state, RCS, WACs and polices. Involved in writing, reviewing and negotiating rules. Evaluator and need to know the WACs for 9 years. Probably can quote easily. SL and GH programs. No problem with WACs, corrective measures- follow-up been doing 2 a month and they involved going out the SODs and POC and reviewing and talking to administrators, staff and home and make sure they are back with the WAC, Review POC- sometimes they state they will do training and change policies. Like to interview staff to ensure they are trained and complicated jobs and see if deficiencies are corrected.
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ■ in verbal form, including difficult conversations such as those dealing with sensitive topics and ■ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	80.00	90	Flexible, people with diff backgrounds, communication issues, behavioral issue or fitted on this. Verbal not verbal, communication devices. Be patient and try to understand where they are at. Client are sensitive about issues and understand and be mindful of CP clients and they don't cant to always talk about there information. Particularly be patient and listening carefully to people. CP and causes difficult communication- no intellectual problem just issue with formation of words. I was listening to a person and he likes to talk but people are not patient enough to listen since it takes time. Written- try to stick to facts and you don't want to say too much. Matter of tech writing techniques, be concise and factual. Learned to be more proficient.
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	Will not be doing the team collaboration any more and like working on teams and get along well and everyone knows what they are doing. Individual work and community and teams. Done well with that sort of thing. Not always stand out as the leader but will have a voice and contribute. Companion homes individually- 2 or 3 experiences that people were upset but that's okay it is part of the job. I like seeing the clients and they cannot always communicate. Clients do not always get the care they are needed. May solve a problem opposed to not. Problem solving and part of the job. Try to make better and solve it.
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	60.00	65	DDA 25 years, central office in financial and rates section as the manager and work with client information and cost projections. Needs for staffing and trainings, spent time with providers and stakeholder meetings- not directly with clients and would visit home when I had a chance. Did not work directly with clients. I volunteers at special Olympics. Evaluator I see the clients all the time. some are interesting, enjoy visiting the client they are all diff, characteristics and personalities and connect well with everyone. Only had a few things thrown at me on occasion. Be interested in their lives and some have hobbies and not always interested in things we do. Like to talk to staff in the programs. They do an incredible job.
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	55.00	65	SOPs, polices, rules and regulations, general working polices at out jobs. Ethical rules and I am familiar with those, not taking gratuities or favors, being professional in our work, not taking things personal in our work. Our job is to provide the service. Sometimes its hard not to get too friendly- but maintain professional distance.
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	55.00	65	Over the year of course we use report writing in word, using computers as long as they have existed. Used tech and spreadsheets, virtual meetings and care program and stars and whatever the state throw at you to use. Confidential info- sensitive to that. Do not share information that should don't be shared. Any docs I shred it if I don't need it. Nothing is ever shared and do not share medical info outside of team. Standard practice and keep in mind.
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	55.00	65	I keep an elaborated system, schedule time, expenses, billing on a large excel spreadsheet. Made a vast system. Expert in those areas and comfortable with that. Maintain small business needs. Organization-spreadsheet and filing system and folders scattered from end to end and working on 7 processes. Reorganize those things.
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	55.00	65	enjoy visiting with staff or other programs, meet people from different background and cultures. Depends on what part of the state we are in, African origins, other origins and Hispanic. Tend to get involved in other conversation to be interested in others backgrounds and hear where people are from. Particularly people from African countries and those form other countries and they work and do their jobs and I tend to enjoy interacting. Transgender and I accept people from all cultures and aspects of life and appreciate people for who they are. They all have skills and telnets. Try to be patient with everybody. Looking at situations differently and may need to accommodate when not a normal situation. Combats- extreme prejudice and particularly seemed to be a white supremacist and Nazi background. Hard to adapt to and try to accommodate and ne personal and profession setting. Offended by body language and thought someone was offended when they were sharing their political preference. Deal well with people beliefs and backgrounds. I am particularly normal. typical, middle class and learning experience to me.
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	50.00	65	As an evaluator was not reviews. Had admin hearing to defend something they had did and not a pleasant experience. Learning exp. Don't talk to much and not share too much info.
TOTAL ORAL INTERVIEW POINTS	595	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 5
Bidder: Ron Sherman
Thursday, May 23, 2024 at 1:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	65.00	65	is required (weekends , 10pm) - Being responsible and being patient with other people's schedul
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	90.00	90	Entired career with the state has been with writing WAC, policies ,and negotiating. Now evaluatir
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	90.00	90	Being flexible. Deal with people with different backgr
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	60.00	65	Not doing SL and GH any longer - but working mostly with a team. Work very well on a team, get a
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	Worked for DDA for 20+ years: Central office, rates/reiumbursement, did a lot of work with client
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	55.00	65	Have rules, policies, standard operating procedures, standards of writing, report requirements, g
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	65.00	65	Technology: Word. Used tech and computers for a long time so quite familiar, spreadsheets, virtu
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	65.00	65	Keep elaborate spreadsheet of scheduling, time, expensive, billing and receipts plus does his ow
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	65.00	65	Particularly enjoy working with people who are different. Enjoy working with people with different
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	During time as an administrator have not been involved with an admin review and formal job in D
TOTAL ORAL INTERVIEW POINTS	685	700	

ORAL INTERVIEW SCORESHEET

Evaluator: OE 1

Bidder: Patricia Wieland

Thursday, May 23, 2024 at 9:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	55.00	65	Evaluator for 23 years. Training and experience in investigative research in complaint resolution, QA requirements, financial analysis and planning, data collection, writing in-depth research and evaluation reports, data set analysis. When first applied for RFQ, realized that everything she had done in her life had an impact. Has done a lot of presenting as well.
Question 2. Describe your experience with: <ul style="list-style-type: none"> ■ monitoring compliance with rules and regulations ■ monitoring corrective measures put in place as a result of previously noted deficiencies; and ■ monitoring the performance of providers and/or contractors. 	80.00	90	Evaluator experience has been a lot of it. RCS and DDA contract as well as IDR contract where she deals with complaint resolution. In doing research, research analyst for ARN - did a lot of making sure they were in compliance while doing research. Does follow-ups, IDR for things already out of compliance. Evaluations and as a special ed para-professional - did a lot of evaluating performance of there people working with her - volunteers, interns. Also had interns when worked at a family support agency. A lot of experience in all three of these areas.
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ■ in verbal form, including difficult conversations such as those dealing with sensitive topics and ■ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	85.00	90	Verbal - concise, calm, gauge room, mostly listen. In talking with people with cerebral palsy, many times people don't understand that they understand but can't get their response out very well because of their disability. Learned to wait, not interrupt, and let them get to the answer. Makes them feel more comfortable. Written - follows the principles of documentation. Good to go back to this to remind herself. Edits and re-edits. Goes back and reads to check for typos. Did a lot of technical and narrative reports for the research company that she had to present to corporations and interest groups. Methods are trying to stay on track.
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	50.00	65	As an evaluator, works as a team a lot of times. Sometimes 5 at a time. At one point had 13 - worked with up to 10 in different teams. Family support agency - worked as a team and coordinated teaching parenting classes, running town halls, conferences. School district - worked in the classroom part of the time, other times 1:1 with children. Also set up a program where volunteers would read with children. Has done a lot of working independently. Also a counselor - does 1:1 and small group counseling. Likes working from home, being able to set time out. Likes working as a team too.
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	60.00	65	Has learned a lot over the last 23 years. At first didn't have any idea what it was going to be. When she started, after the first evaluation, enjoyed it so much and realized it was what she was meant to do. Past working with children with disabilities in the school district. In high school, took care of a child with Down Syndrome - firm of family. Learned a lot through this. Did respite care for woman in 20's. Had a heard for people with disabilities from the beginning. When began working with them in this job, felt like she had compassion, and enjoyed working with them. Has done it in companion homes, DDA programs. Has done many evaluations and follow-up. Likes conversing with those she can converse with, but also enjoys being around and watching how staff interact.
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	60.00	65	Very familiar with WAC 388-101 and 388-101D. Those are the things they cite. Has familiarity with finding RCWs and policies that apply so they know why they are citing something. Sometimes not clear, need to point out to providers. Research - other state laws that she needed to know.
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	55.00	65	Very familiar with Microsoft 365 - on state computer and personal. Versed in QuickBooks. Husband had his own business for 20 years and she did the bookkeeping. Confidentiality - puts things in files, folders. Keeps it organized, separated, locked up when not working on it. Has taken the annual security trainings. Careful even though it is in her own home, that things are locked up when she is not around.
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	60.00	65	Hasn't need to obtain insurance before, contract hasn't required it. Sole proprietor. Husband's business - had to make sure he had insurance in place. No evaluations for timesheets, but keeps track of time for follow-up. Mostly does it on her phone - easier to keep track of. Invoices - has a specific order. Still uses a paper list so she can add things to it as needed. Writes down different tasks, crosses them off when done, mark them as done in computer folders. Has system. Once she bills, then knows she is finished with a job and can put it aside. Uses folders and sub-folders a lot -easier to go in.
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	45.00	65	Adjusts behaviors for people with disabilities or providers. Things may get heated if they think they shouldn't be cited on something. She will act calm, nice, not take it personally. Worked with a lot of people from other cultures, other countries in her research and counseling jobs. Can't come up with a specific example.
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	55.00	65	In research, can skew results. Many times had to defend the tools she used, how she came up with the information. In evaluating, work is looked at by DDA and Rs. For IDR as well. School district - under instruction of teachers, working with students with disabilities - time when her work was looked at. Almost every job, employee reviews.
TOTAL ORAL INTERVIEW POINTS	605	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 2
Bidder: Patricia Wieland
Thursday, May 23, 2024 at 9:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQ and contract.	60.00	65	<ul style="list-style-type: none"> •23 yrs as evaluator •Training and exp in investigative research , financial analysis, in depth reports •What she has done in life has had an impact •Presenting
Question 2. Describe your experience with: <ul style="list-style-type: none"> ■ monitoring compliance with rules and regulations ■ monitoring corrective measures put in place as a result of previously noted deficiencies; and ■ monitoring the performance of providers and/or contractors. 	90.00	90	<ul style="list-style-type: none"> •Compliance = ex as evaluator – RCS/DDA/IDR – complaint resolution, research analyst – compliance •Corrective measures monitoring •Spec ed •Evals of others working with her & interns
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ■ in verbal form, including difficult conversations such as those dealing with sensitive topics and ■ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	80.00	90	<ul style="list-style-type: none"> •Verbal – be concise – stay calm – listen – gauge the room – wait & not interrupt or help them give the answer – help make them comfortable •Written – principles of documentation – edit & reedit – technical and narrative reports
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	<ul style="list-style-type: none"> •As an evaluator we work together in teams – fam support agency worked as team coordinating parenting classes, town halls, laws for non-profits/ school district worked in the classrooms and one on one •Independently – counselor as well – one on one / like working independently •Loves ppt
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	<ul style="list-style-type: none"> •23 yrs •Learned a lot over that time – when started felt like this is what she was meant to do – compassion & enjoys working with population •Cared for child w/ down syndrome •School district •Respite care •Heart for those w/ a disability •Loves interactions w/ DD clients – children to adults
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	65.00	65	<ul style="list-style-type: none"> •WAC 388-101 & 101D •Familiarity to find RCW and DDA policies •Point out to providers why a WAC is being cited
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	65.00	65	<ul style="list-style-type: none"> •MS 365 – quickbooks •Bookkeeping for business •Organized, separated and locked up – folders etc. •Security trainings
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	60.00	65	<ul style="list-style-type: none"> •Familiar w/ insurance through husbands business •Use of timesheets •Mileage records •Invoice submittal lists •Use of lists to keep track of steps •Folders & subfolders
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	45.00	65	<ul style="list-style-type: none"> •Worked with others from other cultures •Can't come up with a specific one
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	<ul style="list-style-type: none"> •Research company – many times needed to defend work – research results can be skewed – had to defend info and how they come up with •IDR work, evaluations •School district – employee reviews, work looked at
TOTAL ORAL INTERVIEW POINTS	660	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 3
Bidder: Patricia Wieland
Thursday, May 23, 2024 at 9:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	60.00	65	Been an evaluator for 23 years, financial analysis, data analysis.
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	80.00	90	RCS contract and DDA contract currently, following up on providers who are out of compliance. 1
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	80.00	90	Stay calm, gage the room, be open and patient. Don't
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	60.00	65	Used to working with multiple evaluators, and independently. Is a counselor providing 1:1 suppo
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	23 years experience in the field working with Developmental Disabilities. Really enjoys this work.
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	65.00	65	WAC. RCW. DDA policies the "why" are we citing this for providers.
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	65.00	65	microsoft, outlook, book keeping, folders, files, keeping things organized and locked up. Security
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	60.00	65	Making sure there is the correct insurance, keeping time sheets, uses a paper list. Folders and sl
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	55.00	65	Everyday in her current work. Being open to people.
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	60.00	65	Evaluations work is reviewed by DDA and RCS to ensure it is completed correctly. Working in the
TOTAL ORAL INTERVIEW POINTS	650	700	

ORAL INTERVIEW SCORESHEET

Evaluator: OE 4

Bidder: Patricia Wieland

Thursday, May 23, 2024 at 9:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	20.00	65	Been around for 23 years, data collection ad analysis, QA and so many things and everything I had done in my life related to this and a lot of things even water aerobics.
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	50.00	90	Monitoring compliance and IDR contract. Research analyst for ARN and made sure we were in compliance in doing research and follow-up and IDR that are out of compliance and care professional for 12 years. Worked with volunteers and interns for a family support agency. A lot of exp in a all three areas
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	65.00	90	Be concise and not going on. Mostly listen and people with CP they donor understand they can understand you and cant get their response out. Don't try to help them give me the answer. Make them feel more comfortable talking to me. Written form follow the POD and reflect back to that from time to time and see the changes over the years. Edit and reedit and ensure there are no typos and that sort of thing. Technical and narrative reports for research company. Methods are trying to stay on track.
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	55.00	65	At one point we had 13 evaluators and up to 10 on a team, family team and non profits and of the Washington school district and trying got keep questions straight and other times I worked 1:1 and trained volunteers and worked with them. Independent work do 1:1 counseling and small groups. I like working from home and as a team cause I like people.
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	50.00	65	Learned a lot over the last 23 years and I did not know what I was going to do. I started and realized and I said this is what I was meant to do and I feel part of the team. Worked with children with DD in school district. Took care of a child with Downs Syndrome and did respite care for a girl in her 20s. Have real heart for people with disabilities and when I began working with them in this job I felt I had such compassion with them. Companion homes evals and follow-ups. I like conversing with those I can converse with. I enjoyed being around and see how staff interact.
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	30.00	65	Rules and policies that we use in the work we do.
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	60.00	65	MS, outlook, quick books, spouse had business and did QuickBooks, confidential and put things in files and folders and keeping organized and separate and every year I take security trainings. Thinks are locked up when I am not around.
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	60.00	65	Have not needed insurance at this point, Sole Proprietor. I keep timesheets evals are just per job, follow-ups I keep track of my time on my phone and milage. Submitting invoices and I have a specific order and I have a paper list so I write down everything and checklist and cross off as I do them and mark as done in my folders. Bill and the once paid I am finished. Folder and subfolders.
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	35.00	65	I had a hard time thinking of an example. I work with people from other countries and different language and I cannot come up with a specific example.
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	50.00	65	Research company I had to defend my work. You can skew research work and out work is looked at by both Loris and IDR evaluates what we send back. When I worked in the school district I defend and why. Almost every job we have we have employee reviews.
TOTAL ORAL INTERVIEW POINTS	475	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 5
Bidder: Patricia Wieland
Thursday, May 23, 2024 at 9:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	65.00	65	/experience in evaluative research; data collection; eval research; data cell research; talk aerobi
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	80.00	90	Monitoring compliance/rules/reg - experience as evaluator/IDRR experience/ research for ARN r
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	85.00	90	Verbal form - be concise, stay calm, gage the room, a
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	As an evaluator - we work as a team (one time worked with 10-13). Also Bridge Collins family sup
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	23 years - learned a lot. Did not have any idea what it was going to be when first started. Came hc
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	55.00	65	(limited info) WAC 38101-38101D - very familiar and need familiarity on how to find RCW - regar
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	65.00	65	Microsoft 365; outlook, quickbooks (did booking keeping for husband); confidentials (put things
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	65.00	65	Have not needed insurance. Sole Proprietor - husband needed insurance or his business. Keep ti
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	50.00	65	(limited info) When read this I had a hard time I had to adjust behaviors - every time with provider
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	60.00	65	When worked for the research company - many times had to defend my work. Show tools used a
TOTAL ORAL INTERVIEW POINTS	655	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 1
Bidder: Kasey Zink
Thursday, May 23, 2024 at 8:30

Questions	Points Awarded	Maximum Possible Points	Comments
<p>Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.</p>	50.00	65	<p>Representing herself - only evaluator in the RFQ proposal. Background and training in the SW field - Masters in SW. Training around working with different populations, serving diverse groups of people. Welcomes opportunity to work with individuals with disabilities or older adults. Strong background with providing professional communications - oral and written. Current position has been in the world of grant administration - technical writing, detail oriented communications that require precise articulate writing - could translate well to the types of reports required in this role. Currently taking multiple sets of federal, state, agency regulations that apply to any given product and having familiarity with any regulations that apply in any given setting. Determine how to apply in real world scenario. In general, comfort in working with different technologies. Opportunity to work with a wide variety of systems - has worked in windows and Mac. Has had a lot of exposure to different platforms and has been working remotely the last few years. Comfortable navigating this.</p>
<p>Question 2. Describe your experience with:</p> <ul style="list-style-type: none"> ■ monitoring compliance with rules and regulations ■ monitoring corrective measures put in place as a result of previously noted deficiencies; and ■ monitoring the performance of providers and/or contractors. 	85.00	90	<p>Most relevant experience with compliance monitoring is in current position at Geneva. Contract manager role. Responsible for doing initial assessments to help understand requirements for any given subcontractor. Responsible for understanding applicable regulations for monitoring. Baseline and ongoing assessments for collaborators who they are working with. Baseline of how much risk to the organization for working with particular partners - challenges, history, etc. Structure the work from the beginning that helps everyone be successful. Once initial contract established, monitor over the life of the project. Varies depending on how much support the collaborator needs. Monitors through regular check-ins to get updates on how the work is going, comparing to original statement of work, make themselves available as a resource if policy questions come up or if there are gaps and training is needed to avoid problems. Involved if compliance issues are identified. Solve those issues depending on the specific situation. Understand how they got there in the first place -training issue, lack of understanding. May need more frequent follow-ups, in person observation. Mindful of regulations at plan, review invoices to make sure the charges are allowable. Corrective measures documented on their side and follow-up as needed, technical monitoring of the work itself.</p>
<p>Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples):</p> <ul style="list-style-type: none"> ■ in verbal form, including difficult conversations such as those dealing with sensitive topics and ■ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	75.00	90	<p>Verbal - a couple of strategies. In general, there will always be some level of independent judgment you are making to understand individual needs and build initial trust/rapport. Make sure that the language you are using is easily understandable, pace and tone is easy to follow, visual aid to provide a different way to provide information, assistive technology that someone uses, approach of working with someone and being able to truly listen, show up with empathy and groundedness - sets stage for productive conversation. Written - has been responsible for a few different times of technical narrative reports. In grants administration, produce technical reports on an ongoing basis after funding has been received, to be accountable to sponsoring agencies. A lot of writing goes into proposals that is technical in nature. Does a lot of writing for administrative, financial components. Last 10 years doing that.</p>
<p>Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.</p>	65.00	65	<p>Current positions a great example of how both of these things can show up in a role. Collaborative - likes working as part of a team and contributing to an overall goal. Office has a strong team, works to support one another. Everyone has their own individual roles, individual portfolios but work is overlapping and connected. Cover for one another, ensure that they are available to jump in if a coworker is off. Enjoys this aspect. Also the only one in her current role as a contract manager. Have been working remotely for the last few years. Independent, autonomous part of her job. Asks for help if she needs it as there isn't an inherent structure where this is built in. This model works well for her. Appreciates working through things on her own but also having support from the team if needed.</p>
<p>Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.</p>	30.00	65	<p>Not a population she has exclusively worked with before. Internship at the VA when she was in SW grad school - supported VA calls in the community living center. Provides case management services and support, and assessment for people there for long term and short term care. Also had units for people on hospice or people with memory issues. Educational experience for her - exposure to diverse group of individuals. Well supported care model with interdisciplinary teams - got a sense of care teams where individuals are the key/center of their care. Some professional experience in supporting individuals that needed educational accommodations - exposure to assistive technology, 1:1 time with students to make sure they understood how to use the technologies, worked with them to ensure educational plans were in place. Grandma was in an Alzheimer's facility for almost 10 years. Many family members work in special education. Interested in working and learning more about this population.</p>
<p>Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.</p>	40.00	65	<p>Understanding is that the regulations that would be referenced are specific referring to some of the WACs that exist. Basic familiarity with them from social work school and training. Familiar with mandated reporting requirements. Hasn't conducted these specific evaluations before. Capable and happy to become more familiar with. Work with federal and state regulations - has come to appreciate that it is helpful to have knowledge, but equally important to know where to find them and know how to reference them in a particular situation. Some regulations (i.e. mandatory reporting) you need to have any time you walk into a situation, especially if there is a safety issue that needs to be addressed.</p>

<p>Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.</p>	50.00	65	<p>Experience with different systems of technology. Windows based platforms (Microsoft products - Word, Adobe, etc.). Mac at home - can use Apple and Google suite of products. Current role uses Teams as primary collaboration team. Remote work - lot of experience using various teleconferencing platforms. Uses SharePoint at current job for document management system. Variety of research administration/donor management platforms - database management tools. VA - involved in actual manipulation of health records, entering case notes, reviewing information on file - received training around how to use systems in accordance with policy. HIPPA training in current role and decision around how data is shared with partners. Work with government facilities, which have regulations that must be followed - make sure data sharing agreements are in place. HIPPA officer who she works with frequently.</p>
<p>Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.</p>	35.00	65	<p>Hasn't done this for herself previously - this would be her first experience. Relevant experience from employer/employee relations. Has supported father, who is an independent contractor. Administrative side that she provides support to him on - track business license, he uses an accountant for taxes and to track expenditures and employee funding. She helps him keep track of that and ensuring the accountant is receiving the information to submit reports. She keeps track of his expenses and reconciles against receipts and bank statements so it is clearly documented. Then it is given to the accountant. In general, these considerations have come up with her work at Geneva. As a grant manager, reviewed and approved timesheets for employees. Has a general understanding of those regulations and how time keeping and record keeping functions should be working. Also provides support to independent contractors she is working with in her position -m asking sure they understand the insurance and other requirements. Provides assistance in making sure they have a template for invoices that provides relevant needed information. Feels comfortable managing all of these things. She is visual and benefits from mapping out scheduling - keeps a calendar, virtual sticky notes for urgent items, Excel for documenting details of finances. If there is not a tool that her organization offers to help track, she enjoys creating something. Stays on top of this so she is proactive. Organized person. Excited to work as an independent contractor with the skills and systems she has worked with.</p>
<p>Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.</p>	60.00	65	<p>When she was working at Fred Hutchinson, took calls from the general public. People call in for resources. Most often it was people or family members regarding a cancer diagnosis. Individuals that would call in who were looking for assistance but also have fundamental distrust of the system or who aren't sold on mainstream medical information - their normal approach was to answer questions and connect with information, go through science of options. Didn't work for individuals looking for help but aren't help on it being something that they believe in. Needed to slow down, ask questions to understand what they were looking for and what was causing them to reach out, what would be helpful for them. Sometimes there wasn't a lot she could offer. Other cases, if you are able to develop rapport with someone, opportunity to offer resources, education. Tried to meet them where they were, understand what they were looking for, try to take cues from them.</p>
<p>Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.</p>	55.00	65	<p>Fred Hutchinson - calls were recorded for QA purposes, as were emails and live chats. Met biweekly with the supervisor to review transcripts from the previous 2 weeks. Calls were scored, they re-listened to them together, talked about areas for improvement, received feedback. Transparent. In most positions, used to receiving feedback but this was very specific and you could hear exactly what you said. A little scary at first but got used to it and able to take it as valuable feedback to learn from. Requirement of the position. Helps to hold them accountable to the tax payers.</p>
<p>TOTAL ORAL INTERVIEW POINTS</p>	545	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 2
Bidder: Kasey Zink
Thursday, May 23, 2024 at 8:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	65.00	65	<ul style="list-style-type: none"> •Sole proprietor •Background in social work – master’s degree •Training working with different populations •Strong background in providing professional comm •11 yrs grant admin – tech writing and proposals – precise and articulate writing •Fed, state & agency regs w/ what is applicable / applied •Different technologies – several systems, windows and Mac – lot of exposure to different platforms – worked remotely past few years
Question 2. Describe your experience with: <ul style="list-style-type: none"> ■ monitoring compliance with rules and regulations ■ monitoring corrective measures put in place as a result of previously noted deficiencies; and ■ monitoring the performance of providers and/or contractors. 	90.00	90	<ul style="list-style-type: none"> •Sub contract manager role (Geneve) – initial assessments, understanding applicable applications – ongoing assessments - risk assessment – historical challenges – mitigate from beginning for success •Monitor life of project – meet where sub contractor is at •Resource for questions or gaps in training •If compliance issue depends on situation and try to understand root cause – contract adjustments if needed – follow ups – protocol oversight
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ■ in verbal form, including difficult conversations such as those dealing with sensitive topics and ■ conversations with people who have physical or other difficulties that limit their ability to communicate; and ■ in written form, including drafting and finalizing technical and narrative reports. 	90.00	90	<p>initial rapport and - language used, speech pace, visual aides, assistive tech help to facilitate comm – prepare accordingly – approach taken to truly listen – empathy, groundedness –</p> <ul style="list-style-type: none"> •Written – technical narrative reports to sponsors – proposal writing – administrative and financial
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	<ul style="list-style-type: none"> •Collaborative person – contributing to overall goal – team supports each other in individual portfolios – jump in to help where/ when needed •Independent autonomous – ask for help where needed – enjoys the autonomy •Team contributions
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	65.00	65	<ul style="list-style-type: none"> •Not an exclusive population she has worked with •Internship in grad school – VA community living center – case mgmnt, long and short term stay, hospice, memory challenges – very educational - diverse group of ppl – inter disciplinary teams – care plans – advocating •Educational accommodations – providing ed plans for successful completion •Grandma in alzheimers •Family working in spec ed and she would like to be a part of this
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	60.00	65	<ul style="list-style-type: none"> •WAC – basic familiarity – mandated reporting – not familiar with regs around exact regs for these evaluations •Know where to find it and reference as needed •Mandated regs – need to have with you when walking into situations – safety issues
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	65.00	65	<ul style="list-style-type: none"> •Broad tech knowledge •Windows based platforms – MS Suite, Apple suite, Google Suite, remote work platforms, SP variety of research admin and donor database mgmnt tools •Manipulation of health records •HIPAA training – monitoring protected information, gov facilities, mindful of - protect data appropriately
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	65.00	65	<ul style="list-style-type: none"> •Independent contractor work – new for her •Relevant ex w/ employer & employee •Father is independent cont. and she helps with administrative work = licenses, reports, uses accountant (she send info), employee funding, book keeping for historical record •Submitting time sheets for employees – record keeping systems •Oversight of subcontractors providing same/ similar info •Lots of exposure •Organizes work – visual person – maps out – calendar – virtual sticky notes – excel use for tracking – proactive
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	65.00	65	<ul style="list-style-type: none"> •Fred Hutcheson – taking calls – cancer diagnosis – one pop in general she needed to shift appro
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	<ul style="list-style-type: none"> •Fred Hutcheson – calls recorded for QA purposes – live chats – emails all monitored – met w/ su
TOTAL ORAL INTERVIEW POINTS	695	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 3
Bidder: Kasey Zink
Thursday, May 23, 2024 at 8:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	60.00	65	rounds, professional communication, work with grant communication, would be able to help her
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	85.00	90	She currently completes initial assessments, looks for deficiencies, and monitors it the length th
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	85.00	90	Building respect with the individual, simplify the langu
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	Current position, works as a team, projects overlap, used to working remotely, so understands w
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	55.00	65	internship had experience working in a community living center with the VA, provided case mana
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	60.00	65	WACs, mandated reporting, capable of becoming familiar with them. Knows where to look for the
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	65.00	65	Windows, microsoft, word, excel, adobe, apple, teams, sharepoint. HIPAA.
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	60.00	65	Licensing, reports, taxes, tracking expenditures, book keeping, keeping a historical record. Man
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	40.00	65	Working in a call center, shifting her responses for each client. Building trust. Meet the person w/
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	60.00	65	All calls were recorded and her supervisor would provide feedback on the calls. Keeping an open
TOTAL ORAL INTERVIEW POINTS	635	700	

ORAL INTERVIEW SCORESHEET

Evaluator: OE 4

Bidder: Kasey Zink

Thursday, May 23, 2024 at 8:30

Questions	Points Awarded	Maximum Possible Points	Comments
<p>Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQ and contract.</p>	50.00	65	Representing self today, background in SW masters degree in SW, training an deserving diverse groups of people. Individuals with disabilities and adults. Good at oral and written reports, grant administration so technical writing. Detailed communications. Current role- fed and state agency regulations that apply to project and having familiarity with them and how the apply to each setting. Useful skillset in this role. Worked with different technologies and systems and learn new platforms. Use windows and MAC. Working remotely and easy to navigate that.
<p>Question 2. Describe your experience with:</p> <ul style="list-style-type: none"> ■ monitoring compliance with rules and regulations ■ monitoring corrective measures put in place as a result of previously noted deficiencies; and ■ monitoring the performance of providers and/or contractors. 	75.00	90	subcontract manager role and doing initial assessments to understand what would be required and applicable regulations and what needs to be monitored. Collaborating and how much risk it could be and hx of challenges and collect information upfront to assist in people being successful. Monitor over life of the project. Some of the ways we do regular check ins and how it is going, compare to original statement of work. Available or resources for policy questions or gaps in training and provide for them. Solving issues on how we got here in the first place, was there a lack of process or training. Adjusting contract language.
<p>Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples):</p> <ul style="list-style-type: none"> ■ in verbal form, including difficult conversations such as those dealing with sensitive topics and ■ conversations with people who have physical or other difficulties that limit their ability to communicate; and ■ in written form, including drafting and finalizing technical and narrative reports. 	70.00	90	Build rapport and trust, communication challenges, some strategies can be simple, make sure language is easily understandable, tone can be followed, use visual aide to receive info, assistive technology can help. Prepare accordingly, approach you take when working with someone and listen and show up for the work, empathy and groundedness. Productive conversations- written: grant writing and technical writing for projects and writing for proposals and technical in nature. Do writing for financial and compliance monitoring aspects. Reports and proposals for 10 years.
<p>Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.</p>	60.00	65	office of award management team, interconnected and overlapping, great team and collaborative. Available to jump in to assist each other. Only one in current as a subcontract manager and working remotely and independent and asks for help when it is needed. Help watch other in providing training.
<p>Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.</p>	50.00	65	Grad school. VA calls it the community living center, different units and provided case management and assessments with folks that were there for short and long term care. Units for hospice patients and those with memory issues. Diverse group pf individuals with interdisciplinary teams and a great care model. Each person is a great stakeholder in their own care. Worked with this who needed educational accommodations. 1:1 with students and ensure their educational plan were supporting what they needed at the university. Grandmother was in memory unit for 10 years and was a family member and come from a family working gin special education. Interested in working with more directly.
<p>Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.</p>	30.00	65	My understanding the regulations that would be references are the WACs that exist from school and training. Mandated reporting requirements, not conducted these evals before. I am capable and happy to become more familiar with. It is just as important to know how to refence the rules as much as it is to know them.
<p>Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.</p>	65.00	65	See previous answer above. Vast majority of exp MS and widow based, adobe for signatures and signatures, apple suite and google suite. We currently use MS teams on a daily basis. Remote work for years. Use SharePoint in document management system and research admin and donor management platforms. HIPPA and PHI
<p>Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.</p>	65.00	65	First time doing this be themselves. Been involved with supporting others and father is an independent contractor and supporting him. Primarily the admin side, depart of transportation and licenses and reports, tracking items, use accountant to assist with payment of taxes, tracking on cost and employee funding. Accountants receive info, all of the bookkeeping and reconciling the receipts and bank statements, income and expenses so the accountant hands the accurate information. Considerations with current job and submitting own timesheets and reviewed timesheets for 25 employees and time/record keeping. Providing education for others and ensuring their documentation is in place. Template usage and organize and exposure to these pieces. System- visual person and map out scheduling and keep a calendar and virtual sticky notes and excel for documenting details of finances and details. Stay on top of that and managing proactively.
<p>Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.</p>	45.00	65	Some are not sold on mainstream medical worked. May not agree with message f company. Answer questions and collect info, try to be science based for treatment options. Approach did not work of those who are looking or help who are not sold on that model. Slow down and ask more questions and see what their needs are and may not be standard information and may not be able to offer what they need, but we offer resources and education and assess needs. Meet them where they are at. What could we provide and offer.
<p>Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.</p>		65	Intense feedback and a process of improvement. Transparent and scored. Get used to your work being reviewed and it can be valuable feedback and a learning opportunity for you. Requirements and what is being monitor and helps us be accountable to tax payers and accountability and oversight.
TOTAL ORAL INTERVIEW POINTS	510	700	

ORAL INTERVIEW SCORESHEET
Evaluator: OE 5
Bidder: Kasey Zink
Thursday, May 23, 2024 at 8:30

Questions	Points Awarded	Maximum Possible Points	Comments
Question 1. Describe any characteristics, or assets that your business and the Evaluators you have proposed have that would enhance your ability to provide the services set forth in the RFQQ and contract.	65.00	65	ing grant admin, technical writing, precise/articulate writing. Taking multiple sets of regulations an
Question 2. Describe your experience with: <ul style="list-style-type: none"> ▪ monitoring compliance with rules and regulations ▪ monitoring corrective measures put in place as a result of previously noted deficiencies; and ▪ monitoring the performance of providers and/or contractors. 	90.00	90	Work for Geneva in sub-contract manager role: doing initial assessments, applicable regulations
Question 3. For each of your Proposed Residential Evaluator(s), describe their methods for effective and professional communication (give specific examples): <ul style="list-style-type: none"> ▪ in verbal form, including difficult conversations such as those dealing with sensitive topics and ▪ conversations with people who have physical or other difficulties that limit their ability to communicate; and in written form, including drafting and finalizing technical and narrative reports. 	90.00	90	Start with verbal portion: Always some level of indepe
Question 4. For each of your Proposed Residential Evaluator(s), describe their experience working independently as well as working as part of a team.	65.00	65	Current position - collaborative, like working as part of team and contributing to an overall goal-
Question 5. For each of your Proposed Residential Evaluator(s), describe their experience working with individuals with intellectual and developmental disabilities.	50.00	65	Working with individuals with DD is not a population exclusively worked with before. Internship a
Question 6. For each of your Proposed Residential Evaluator(s), describe their familiarity, if any, with the rules and policies that they will be referencing during the course of the evaluations.	50.00	65	The regulations are referring to WACs - basic familiarity due to school including mandatory repor
Question 7. For each of your Proposed Residential Evaluators please describe their experience with using technology, both in general and as it relates to protecting confidential information.	65.00	65	Technology: broad experiences - have used very different systems. Vast majority use: Microsoft,
Question 8. As a business owner or professional, please describe your experience as an independent contractor and how you manage the business affairs of your company, such as obtaining insurance, keeping timesheets and other records, and submitting invoices. Please also describe the system you use to organize your work.	65.00	65	Have not done independent contractor work for my self. Supporting my father's business as an ir
Question 9. We often work with people who are different from us in background, values, or culture. Describe a situation where you needed to adjust your behavior to work more effectively with someone with a different history or social experience than yours.	65.00	65	When I working at Fred Hutchinson - taking calls from the general public (cancer diagnosis or fan
Question 10. Describe any experience you have had that involved review of your work. Such reviews may have been conducted as part of a quality assurance process, an audit, investigation, or a dispute resolution process (for example a judicial or regulatory hearing). If you have not had this type of experience, please describe an instance in which you have had to defend your work.	65.00	65	Work with NCI at Fred Hutchinson - calls were recorded and live chat via email and met bi-weekt
TOTAL ORAL INTERVIEW POINTS	670	700	

