

## VSHSL PROVIDER WELCOME PACKET

Welcome to our network of King County VSHSL service providers! In this Welcome Packet, you will find important information pertaining to contracting, general program requirements including data collection and reporting, as well as resources available to you as a VSHSL-funded service provider. On the pages that follow, please note highlights of items you **may need to respond to immediately**, as well as items you can refer to over time. The items in this packet are meant to be helpful and do not represent everything in your upcoming contract.

**IMMEDIATE REQUIREMENTS:** If you read nothing else, please be sure to see the following bullets so we can start the process for your new contract:

- **Forms Needed Prior to Contract Execution** (see [Section II.B.](#), Necessary Forms)
  - King County W-9, insurance, ACH
- **Your Program Budget** (we will discuss this together)
- **Provide necessary contact information**
- **Upload documents** (see [Section II.C.](#), Setting up an Agiloft Account)

### [Organization Name Here] RELATED CONTRACT INFO

**Your VSHSL  
Contract Number:**

*Providers: Feel free to fill in your contract # details here once you have an executed contract for your/other staff reference*

### YOUR VSHSL PROGRAM MANAGER (PM):

**Name:**

PM Name

**Email:**

PM Email

**Phone:**

PM Phone

**Mailing Address:**

King County DCHS/ASD  
401 5<sup>th</sup> Avenue, Suite 500  
Seattle, WA 98104

*This is the address to use when adding KC DCHS to your insurance – please do not mail anything to this address unless pre-arranged.*

# VSHSL Provider Welcome Packet

## Contents

I.	Overview .....	3
A.	Veterans, Seniors, and Human Services Levy.....	3
B.	Equity, Racial, and Social Justice.....	3
II.	Getting Started: Contracting Logistics.....	4
A.	Contracting Timeline and Process.....	4
B.	Necessary Forms and Information.....	5
C.	Setting up an Agiloft Account .....	6
D.	King County DCHS Boilerplate .....	6
E.	Invoicing/Billing .....	8
III.	Performance Measurement and Reporting .....	8
A.	Performance Measurement Plan .....	8
B.	Data Reporting .....	8
C.	Annual Narrative Reporting .....	8
IV.	Contract Requirements.....	9
A.	VSHSL Network .....	9
B.	VSHSL Logo and Statement .....	9
C.	Wage Survey.....	9
D.	Site Visits .....	9
V.	Provider Resources .....	10
A.	Provider Learning Opportunities .....	10
B.	Language Access Services .....	10
C.	Emergency Response Plan Resources .....	10
D.	King County Surplus Program .....	11
E.	VSHSL-Funded Service Providers .....	11
F.	Staying Connected With VSHSL .....	11

# I. Overview

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

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

## A. Veterans, Seniors, and Human Services Levy

Renewed by KC voters in 2023, the Veterans, Seniors, and Human Services Levy (VSHSL) is a six-year property tax levy that supports veterans and military servicemembers and their respective families, older adults and their caregivers and other resilient communities to promote:

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

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

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

Funding for investment in your program is provided by the VSHSL, through **Choose an item.** Strategy **[enter strategy # & name]** and is managed by the Adult Services Division of the King County Department of Community and Human Services.

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

## B. Equity, Racial, and Social Justice

[The King County Equity and Social Justice \(ESJ\) Strategic Plan](#), currently in the process of being updated, is an integrated part of the County’s work and foundational to the work of the

Veterans, Seniors, and Human Services Levy. Our overarching goal is to ensure that all people, regardless of who they are and where they live, have the opportunity to thrive, with full and equal access to opportunities, power, and resources.

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

## II. Getting Started: Contracting Logistics

### A. Contracting Timeline and Process

The following timeline represents the steps and estimated schedule of the contracting process. Please note that you will need to submit required forms and other requested information to process and launch your contract in a timely manner so the work can begin!

STEPS TO GETTING YOUR CONTRACT READY:	
<b>ACTION REQUIRED: Completed forms and information</b> (KC W-9, insurance certificate & endorsement, ACH) <ul style="list-style-type: none"> <li>See <a href="#">Section II.B</a> for more detail.</li> </ul>	Due: COB on <a href="#">Click or tap to enter a date</a> . <i>Suggested: 1 week</i>
<b>ACTION REQUIRED: Register for Agiloft, KC DCHS' contract management system</b> (You will be asked to create or update an account & is vital to rest of the process) <ul style="list-style-type: none"> <li>See <a href="#">Section II.C</a> for more detail.</li> </ul>	Due: COB on <a href="#">Click or tap to enter a date</a> . <i>Suggested: 1 week</i>
<b>Next contracting meeting</b> <i>remove if this doesn't apply</i> <a href="#">Zoom/Teams link here</a> Description if desired <b>Add budget here if helpful</b>	<a href="#">Click or tap to enter a date.</a> , <a href="#">Choose an item.</a> - <a href="#">Choose an item.</a>
<b>Draft VSHSL contract</b> We'll share a first draft of your King County VSHSL contract with you by COB on this date. Together, we'll work to finalize the program activities and contract milestones in your contract.	<a href="#">Click or tap to enter a date.</a>
ONCE YOUR CONTRACT IS FINALIZED:	
It will route through our contract management system, Agiloft, for approvals and signatures.	

Approvals will first be made by various KC DCHS staff before the contract is routed via DocuSign to your organization (typically to your Executive Director). We'll be in touch during this time so you know approximately when to expect it.

**Either your KC Program Manager or our Performance Measurement team will contact you to schedule a time to discuss data collection and reporting.**

At this meeting, they'll ask for your input regarding client-level reporting requirements, reporting frequency and methodology, and the Performance Measurement Plan. More info below in Section III.

**You will continue to work with your PM regarding contract requirements.**

Your PM will guide you through the invoice process as well as the quarterly General Ledger (GL) requirement in your contract.


## B. Necessary Forms and Information

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

- [A completed King County Substitute W-9](#) (must be a KC form)
  - [Instructions for businesses](#)
  - [Instructions for individuals](#)
- Mandatory [current insurance](#)
  - Please note this page covers insurance needed by different kinds of contracts; please read the Insurance Requirements DCHS at the link above to learn what is specifically needed for your organization. **We need both the COI and the Endorsement page.** Contact your KC PM if you have questions.
  - Example of COI – this certificate is a MATTER OF INFORMATION ONLY

CERTIFICATE OF LIABILITY INSURANCE		01/16/2023
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.		
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).		
PRODUCER	CONTACT	

- Example of Endorsement page which confirms coverage for KC DCHS

  
**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.**

ADDITIONAL INSURED – PERSON-ORGANIZATION

KING COUNTY DEPARTMENT OF COMMUNITY AND  
HUMAN SERVICES (DCHS)  
401 5TH AVE STE 500  
SEATTLE, WA 98104

- A completed [Automated Clearing House \(ACH\) Authorization Agreement](#) for automatic deposit information (if applicable)
  - Note: As a measure of safety, you will receive two separate calls from King County staff confirming your receipt of the ACH form and the information you

provided. In the interest of fraud protection, please understand this small inconvenience should only happen at the beginning of your contracting with King County.

- Contact information for key staff in your organization that will be important at various stages in maintaining your contract:

	Name	Role/Title	Email	Phone	Indicate if Primary contact	Indicate if Contract Signer
Executive Director						
Program Manager						
Fiscal Lead						
Data Lead						

**ACTION REQUIRED:** Please upload completed documents to Agiloft (see [Section II.C](#) for more information on how to get set up.) The KC W-9, at a minimum, must be received before your contract can be executed.

**ACTION REQUIRED:** Please provide necessary contact information to your PM as the contract is being drafted. Feel free to copy/paste this table, complete and email to PM.

## C. Setting up an Agiloft Account

Agiloft is the DCHS contract management system, a secure system where your contract documents will be stored as well as contact information for key staff in your organization. You will eventually use this system to submit invoices and upload insurance renewals, contact and address changes, etc.

[Create or update your Agiloft account](#) and upload completed documents from [Section II. B.](#) If you have questions about the Agiloft portal please contact [dchsagiloft@kingcounty.gov](mailto:dchsagiloft@kingcounty.gov).

Helpful short videos when setting up your Agiloft account:

1. [Orientation to account management in Agiloft](#)
2. [Submitting Invoices to DCHS via Agiloft](#)

Helpful Agiloft manuals to refer to:

1. [Agiloft Account and Company Profile Management for DCHS Providers](#)
2. [Submitting Invoices in Agiloft for DCHS Providers](#)

**ACTION REQUIRED:** Set-up or update your organization's Agiloft account using the link above. Be sure to include all staff names/roles who will be accessing the account.

## D. King County DCHS Boilerplate

As a contractor with King County DCHS, you are required to meet baseline requirements, including insurance, equal employment opportunity, record keeping, and more. Please make

sure you read the [standard DCHS 2025 boilerplate contract](#) that will accompany your specific program's Statement of Work. The following are a few components of the boilerplate being highlighted and is not meant to be inclusive of your signed contract.

- **Insurance requirement** – You will need to provide required insurance documentation for full coverage and policy limits prior to Contract execution and maintain your insurance throughout the contracting period – invoices will not be paid unless insurance is current. Please refer to [DCHS Insurance Requirements](#) for required insurance and amounts of coverage. (See [Section II. B.](#) above)
- **Purchases over \$5000** – If the item is reimbursable as a contract budget item, it is, upon its purchase or receipt, the property of the County. The contractor will be responsible for all such property, including the proper care and maintenance of the equipment, including securing and insuring such equipment. The Contractor shall return such equipment to the County upon termination of the contract unless otherwise agreed upon by the parties. (See Section 20 of the Boilerplate, Equipment Purchase, Maintenance, and Ownership, A. Equipment Maintenance, and B. Equipment Ownership.)
- **Emergency Response** – Within 3 months of executing the contract, emergency response plans, procedures and protocols should be submitted to the County (See Section 33 of the Boilerplate, Emergency Response Requirements). For additional resources on this, see also [Section V. Provider Resources](#) below.
- **Financial Reporting Package** – An annual submission of financial documents is required in Section 9. Financial Report Submission. Your submission will depend on your entity's gross revenue and whether you are a Non-Profit or For-Profit organization. See below for an example, but please visit your Boilerplate Contract to see the entire section in full context.

#### 9. Financial Report Submission

The Contractor is required to submit a financial reporting package as described in Subsections A through C below. All required documentation shall be submitted via DCHS' Contract Lifecycle Management system or email to [KCCompliance@kingcounty.gov](mailto:KCCompliance@kingcounty.gov) by the stated due date.

- If the Contractor is a Non-Federal entity as defined in 2 Code of Federal Regulations (CFR) Part 200.69 and expends \$750,000 or more in Federal awards during its fiscal year, then the Contractor shall meet the audit requirements in 2 CFR Part 200 Subpart F. Audit packages are due to the County within nine months after the close of the Contractor's fiscal year.
- If the Contractor is a local government in the State of Washington and is not subject to the requirements in Subsection A, the Contractor shall submit audited financial statements that are in accordance with the Washington State Auditor's Office requirements. Financial statement audits are due to the County within 150 days after the close of the Contractor's fiscal year end as required by RCW 43.09.230.
- If the Contractor is not subject to the requirements in Subsection A or B, the following apply:

Entity Type	Non-Profit		For Profit	
Gross Revenue	Gross Revenue Under \$3M on average in the previous three fiscal years.	Gross Revenue Over \$3M on average in the previous three fiscal years.	Gross Revenue Under \$3M on average in the previous three fiscal years.	Gross Revenue Over \$3M on average in the previous three fiscal years.
Required Documentation	<ul style="list-style-type: none"> <li>Form 990 within 30 days of its being filed; and</li> <li>A full set of annual internal financial statements</li> </ul>	Audited financial statements prepared by an independent Certified Public Accountant or Accounting Firm	<ul style="list-style-type: none"> <li>Income tax return; and</li> <li>A full set of annual internal financial statements</li> </ul>	Audited financial statements prepared by an independent Certified Public Accountant or Accounting Firm
Due Date	Within 30 calendar days from the forms being filed.	Within nine months following the close of the Contractor's fiscal year.	Within 30 calendar days from the forms being filed.	Within nine months following the close of the Contractor's fiscal year.



## E. Invoicing/Billing

You have a couple of options for receiving King County VSHSL funding: **monthly or quarterly** reimbursement. Once you and your VSHSL Program Manager decide on the frequency of invoicing, and your contract has been executed, you will be able to invoice through Agiloft. Registering for an Agiloft account prior to your first invoicing period is crucial to on-time payment. (See [Section II. C.](#) above)

Regular payments for activities will be based on meeting the deliverables and requirements outlined in your contract. Please refer to the COMPENSATION AND METHOD OF PAYMENT of your Statement of Work for more information (section number varies). Invoices and any associated reporting requirements are due within 10 business days following the end of each payment period. Invoices will be approved and advanced for payment only after invoice accuracy has been approved as well as the fulfillment of any specific activity or reporting requirements. **Note: Insurance must be current in order for invoices to be paid.**

## III. Performance Measurement and Reporting

### A. Performance Measurement Plan

The primary purpose of the Performance Measurement Plan (PM Plan) is to use data to inform ongoing work, understand which activities are effective and why, and support shared and transparent responsibility for your programs' success. This one-sheet [PM Plan information document](#) gives more detail explanation on the how and why of PM Plans.

Your VSHSL Program Manager will introduce you to the Performance Measurement staff to engage in the process of collaborating on finalizing a PM Plan.

### B. Data Reporting

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

### C. Annual Narrative Reporting

In addition to client-level reporting, you will be required to complete a narrative report by January 15 following the program year. You will receive the annual narrative reporting form in Quarter 4 of each year. If you subcontract with other agencies as part of your VSHSL program, it is your responsibility as the Primary Contractor to roll up data submitted by your subcontractors into one report. The narrative report will help us understand your operations during the previous program year, what you're excited about, what your challenges were, and provides you an opportunity to highlight successes and client stories. See how we used narrative reporting to develop previous [VSHSL Annual Reports](#).



## IV. Contract Requirements

### A. VSHSL Network

The VSHSL supports and promotes an approach to service provision that embraces a connected system of service in which multiple programs deploy in thoughtful combinations rather than operate in isolation. In this way, the delivery of human services to our community is robust and leaves ‘no stone unturned’. When services are coordinated and aligned with other VSHSL-funded organizations and system partners, including coordination with the [King County Veterans Program \(KCVP\)](#) and other relevant networks, the collective becomes a more effective and efficient set of services that our community may be seeking to access. In partnership with your organization, we’ll establish how your program will be coordinated and aligned with other VSHSL-funded partners. In addition, your organization is expected to participate in regular meetings of levy-funded organizations, and any meetings convened for organizations funded under this strategy, for the purposes of improving system connections, coordination of services, and improving skills and core competencies.

### B. VSHSL Logo and Statement

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

For optional use in your program materials, click on the link to access and download the [VSHSL logos](#).

### C. Wage Survey

Your organization, and any of your nonprofit subcontractors funded by VSHSL, will be required to complete a VSHSL-funded wage study every two years, beginning in 2025. This wage survey, currently in development, will help inform understanding of prevailing wages and benefits in the nonprofit sector. The results of the survey will be made available to all VSHSL-funded providers.

### D. Site Visits

King County staff may visit the site(s) where your services and programs are funded by the VSHSL to verify contract compliance, program reporting requirements and any program or fiscal issues. During these visits, your organization will need to provide right of access to facilities, records and program materials that are connected to VSHSL funding – including those of any subcontractor(s) assigned any portion of VSHSL funding. Monitoring visits to monitor and evaluate the services provided under the contract will happen at reasonable times. Please refer to Section 7. Evaluations and Inspections of the Boilerplate (linked in [Section II. D. King County DCHS Boilerplate](#) above).

## V. Provider Resources

### A. Provider Learning Opportunities

The VSHSL funds training for VSHSL-funded service providers/programs to help provider staff attain and maintain key skills and concepts. These trainings, provided **free of cost** to your organization, are informed by responses to the annual narrative report. Training is on an irregular basis and announcements of upcoming trainings will be shared with you in a variety of ways; please see [Section V. Provider Resources, Staying Connected](#) with VSHSL (below).

If you subcontract with other agencies as part of your VSHSL program, please forward training announcements and encourage your subcontractors to register and participate in trainings. See upcoming workshops and register for a training by visiting the [VSHSL Providers webpage](#) and clicking on Training Resources.

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

### B. Language Access Services

The VSHSL has limited dedicated funds to support currently funded organizations and eligible programs with language access needs such as document translation and interpretation at activities for program participants.

Translating written materials (such as brochures, fliers, intake forms, etc.) and providing interpretation (at an activity such as a 1:1 meeting, counseling appointment, training, etc.) can help your organization or program better serve its participants as well as outreach to communities for whom language is a barrier to accessing services. Language Access Services are also available for persons who are deaf or hard of hearing and low vision or blind.

This is a limited resource provided at no cost to organizations to support their eligible VSHSL-funded programs.

If you have additional language access needs after expending your budgeted program funds for language access, and the need is related to program delivery in a VSHSL-funded program, you may request translation and interpretation services, which will be coordinated by King County staff. Please plan in advance to allow for the time needed to coordinate the service you are requesting.

See more by visiting the [VSHSL Providers webpage](#) and clicking on Translation and Interpretation.

Completed requests are followed by a satisfaction survey.

### C. Emergency Response Plan Resources

King County's Office of Emergency Management (OEM) provides a few resources:

- [Office of Emergency Management Community Preparedness](#)
- [Make It Through.org](#) is a website which offers Business Continuity Toolkits and Templates for your organization and your clients

- [Ready.gov](#) offers information on making plans for businesses and organizations, as well as resources in many languages
- Not required, but if desired, [request a training from OEM](#)
- [OEM email contact](#): [askoem@kingcounty.gov](mailto:askoem@kingcounty.gov) or 206-296-3830; 1-800-523-5044

## D. King County Surplus Program

The King County Surplus Program offers surplus furniture and office equipment **free of charge** to eligible nonprofit organizations. For more information, please [click here](#).

## E. VSHSL-Funded Service Providers

A list of providers funded under [\[Name of VSHSL Strategy\]](#):

The VSHSL aims to create systems of service for veterans, seniors, and other resilient communities. We encourage all providers to reach out to organizations on this list to learn ways to work together, leverage shared and unique expertise, and make proper referrals to each other in order to improve the lives of those you serve every day.

## F. Staying Connected With VSHSL

[VSHSL Website](#)

[VSHSL Investments and Funding Opportunities](#)

[Cultivating Connections, DCHS blog](#)

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

[The Hub, VSHSL newsletter](#)

- Hit the button on the main page to subscribe and enter your email to receive our monthly newsletter including notifications of VSHSL funding opportunities, news, and updates