

**HealthierHere Community Hub  
2026-2027 Case Management Partner RFP Launch Webinar  
Frequently Asked Questions (FAQ)  
April 22, 2026**

**Application Process**

- 1. Question: When does the Request for Proposal release?**  
**Response:** The Request for Proposal will be sent out on April 24, 2026.
  
- 2. Question: When is the Request for Proposal due?**  
**Response:** The Request for Proposal is due on May 15, 2026 by 11:59PM.
  
- 3. Question: What are the required components of the RFP?**  
**Response:** The required components for the RFP are:
  - Hub Partner Interest Survey
  - Completed Readiness Assessment and all supporting documentation (ONLY if you are not one of the 7 current bench and capacity building partners. If you are unsure email [mmaldonado@healthierhere.org](mailto:mmaldonado@healthierhere.org)).
  
- 4. Question: Is there a link to the Request for Proposal?**  
**Response:** Yes. You can access the [RFP here](#).
  
- 5. Question: Is there a link to the Readiness Assessment?**  
**Response:** Yes. You can access the [Readiness Assessment here](#).
  
- 6. Question: Can I get a copy of the slide deck?**  
**Response:** Slide deck will be shared via email on April 24, 2026, along with the Request for Proposal.

**Finance and Contract**

- 7. Question: How many organizations will be funded?**  
**Response:** We do not have a set number of organizations we plan to award; it depends on the quality of the applications and alignment with network needs and focus areas of the procurement. Contracts are structured based on number of FTEs, not organizations. The Network has maximum capacity for 90 FTEs through the end of the waiver, currently we are 80 FTEs and can only add 10 more, when additional capacity is needed.
  
- 8. Question: Is funding up front or reimbursement basis?**  
**Response:** Contracts are structured as reimbursement-based contracts. Contract payments will be evenly allocated and issued on a quarterly basis.
  
- 9. Question: Can you clarify what a multiplier is?**

**Response:** The multiplier is the annual amount spent per CBW FTE or the annual amount for a supervisor. We use this to build out the budget for the contract based on salaries and benefits.

- 10. Question: How long is funding guaranteed? It sounds like the contract is for one year (July 2026 - June 2027). Are contracts generally renewed every year if you hit performance metrics, or do you need to reapply every few years to remain a partner?**

**Response:** Funding is only guaranteed for the contract term, which is July 1, 2026 through June 30<sup>th</sup>, 2027. Contracted partners in good standing have had a streamlined process to renew contracts historically. We do an annual procurement cycle for these contracts, and we reevaluate community needs on an annual basis.

### Priority Population/Geography

- 11. Question: Do you anticipate only contracting with organizations serving veterans and/or North Seattle on July 1?**

**Response:** Yes. This is a limited procurement, and we are specifically looking for organizations that serve North Seattle and/or veterans. If you do not meet that requirement, we still encourage you to apply to be considered a Bench partner. Bench partners may see their applications reviewed again later in the fiscal year if there is a need for increased capacity in a specific area.

- 12. Question: For organizations serving communities in the North Seattle area, do they have to have a physical location there?**

**Response:** We look at both the percentage of your client population that resides in North Seattle and whether your organization has a physical location in North Seattle to meet with clients.

- 13. Question: When you say North Seattle, do you mean the region or the neighborhood area?**

**Response:** We are referring to the region – Ship Canal up to Shoreline.

### Staffing

- 14. Question: Can CBW's provide services to anyone or only clients coming through HealthierHere's referral stream?**

**Response:** All clients a CBW serves through the Hub contract must be enrolled in the HealthierHere system. You are welcome to enter clients your staff serve through other channels into the Community Hub system so that your contracted CBWs can continue serving them under our contract. There are two ways a client can enter the system:

1. Through an intake form submitted by the client themselves or by a partner organization on their behalf, or
2. Through CBW-led outreach, the CBW completes the intake form directly with the client in the field. In both cases, the client must be in the HealthierHere system before the CBW can begin serving them.

**15. Question: Would these FTEs fund current staffing, or would an organization be expected to hire CBWs before or after July1?**

**Response:** Partners can either hire new staff for these roles, or if they have existing FTEs that can transition to the program; that is also possible. However, if an organization uses existing FTEs, the organization must ensure that their case load is clear to ensure they can support the caseload from the Community Hub, and that the funding isn't duplicative.

**16. Question: Can a 1.0 FTE be split between 2 current staff?**

**Response:** Yes. You can have part time CBWs on the contract, but they must be at least .5 FTE as a CBW. This ensures consistency and availability for clients.

**17. Question: Is it expected to be at full staffing by July 1, even if an organization is hiring new folks? Or is there a grace period post July 1 to allow for hiring?**

**Response:** New partners should aim to staff up as quickly as possible, but you are not expected to have all your staff fully hired before the contract starts. In the first month or two of the contract, you can charge recruiting costs under 'Other Direct', but you cannot charge Direct Services Salaries and Benefits until staff are in place and have started the onboarding and training process. We encourage new partners to hire as quickly as possible. The three-month grace period is for QI metrics. Once you have staff hired, trained, and actively serving clients, the first 3 months of having data in the system is the grace period before you are held accountable to the good standing benchmarks.

**18. Question: Do you have an estimate of the number of hours for the required training sessions during onboarding?**

**Response:** The full onboarding timeline can range from 2-6 weeks depending on when the CBW starts relative to the next scheduled C2C training session. The key phases are:

- Pre-work: 4-8 hours of self-paced training required before attending C2C
- C2C Training: 3 days, 5 hours per day (live, cohort based)
- Supervisor Training: An additional 2-hours supervisor-specific session (required for supervisors only)
- Skill-Building Session: A 6-hour roleplay and skill-building session following C2C completion
- Prerequisites before seeing clients: Completion of the first 5 modules of Complex Care training and 3 shadowing sessions
- Ongoing requirements: A Foundational Safety course (due within 3 months of start date) and a Self-Care Course (due within 1 year of start date)

Time spent in required training sessions is billable on the contract.

**19. Question: Last year, there was a discussion of a re-entry hub. Is this in place and/or will it be operating during this next contract period?**

**Response:** HealthierHere is not a dedicated re-entry hub, but it did contract with two re-entry organizations last year and as capacity increases, this could be an area of focus.