

## Consulting by Ahrens

Jennifer Ahrens, Owner



April 30, 2024  
Jennifer Ahrens  
3836 South 8<sup>th</sup> Street, Tacoma, Washington, 98405  
206-799-7313  
No Fax Number  
consultingbyahrens@gmail.com

Re: Response Submission for DSHS Competitive Solicitation RFQQ #2434-846

Dear Sir or Madam:

1. Enclosed please find the Response of Jennifer Ahrens dba Consulting by Ahrens (Bidder) with respect to the above Competitive Solicitation. This Response includes this Letter (Attachment B) as well as Attachments C (Bidder Certifications and Assurances), D (Bidder Response Form), and E (Contractor Inclusion Plan), and F (Bidder Intake Form) as set forth in the Solicitation Document. In addition to these completed Attachments, the Response includes the following additional materials (if any):

Bidder's resume required per RFQQ #2434-846, Attachment D, Section 4.B  
Bidder's Washington State Master Business License required per Attachment F  
Bidder's Certificate of Insurance per Attachment F

2. I am authorized to submit this Response on behalf of Bidder, to make representations on behalf of Bidder and to commit Bidder contractually.
3. I have read the Solicitation Document and Sample Contract. In submitting this Response, Bidder accepts all terms and conditions stated in the Solicitation Document, including those set forth in the following amendments which Bidder has downloaded (please complete, indicating if no amendments were issued):

Amendment Number(s)

Amendment No. 01

Date(s) Issued

April 23, 2024

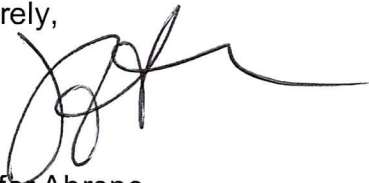
## Consulting by Ahrens

4. Bidder represents that it has been in business since May 10, 2011, and during that time has offered the following relevant professional services in the fields listed:

Washington State Department of Social and Health Services Aging and Long-Term Support Administration/Residential Care Services and Developmental Disabilities Administration -- Contracted Residential Evaluator

5. Identify all websites and internet-based advertising sites, if any, through which Bidder publicizes its business services: This Bidder does not publicize its business services through any websites or internet-based advertising sites.
6. Bidder represents that it meets all minimum qualifications set forth in this DSHS Competitive Solicitation and is capable, willing, and able to perform the services described in the DSHS Competitive Solicitation within the time frames set forth for performance.
7. By my signature below, I certify that all statements and information provided in Bidder's Response are true and complete.

Sincerely,



Jennifer Ahrens  
Owner, Consulting by Ahrens

<b>Attachment C</b> <b>Bidder Certifications and Assurances</b>
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*Bidder must sign and include the full text of this Attachment C with the Response. Altering or conditioning your certification of this Attachment C may result in your bid being disqualified.*

Under the penalties of perjury of the State of Washington, Bidder makes the following certifications and assurances as a required element of its Response to this Competitive Solicitation. Bidder affirms the truthfulness of these facts and acknowledges its current and continued compliance with these certifications and assurances as part of its Response and any resulting contract that may be awarded by DSHS.

1. Bidder declares that all answers and statements made in Bidder's Response are true and correct.
2. Bidder certifies that its Response is a firm offer for a period of 180 days following receipt by DSHS, and it may be accepted by DSHS without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 180-day period. In the case of a protest, the Bidder's Response will remain valid for 210 days or until the protest is resolved, whichever is later.
3. Bidder has not been assisted by any current or former DSHS employee whose duties relate (or did relate) to this Solicitation and who assisted in other than his or her official, public capacity. If there are any exceptions to these assurances or if Bidder has been assisted, Bidder will identify on a separate page attached to this document each individual by: (a) name, (b) current address and telephone number, (c) current or former position with DSHS, (d) dates of employment with DSHS, and (e) detailed description of the assistance provided by that individual.
4. Bidder certifies that Bidder is not currently bankrupt or a party to bankruptcy proceedings and has not made an assignment for benefit of creditors and authorizes DSHS to conduct a financial assessment of Bidder in DSHS' sole discretion.
5. Bidder acknowledges that DSHS will not reimburse Bidder for any costs incurred in the preparation of Bidder's Response. All Responses shall be the property of DSHS. Bidder claims no proprietary right to the ideas, writings, items or samples submitted as part of its Response.
6. Bidder acknowledges that any contract award will incorporate terms set forth in the Sample Contract(s), including its attachments and exhibits, as set forth as Attachment A to the Solicitation Document, or may, at DSHS' option be negotiated further. DSHS may elect to incorporate all or any part of Bidder's Response into the Contract.
7. Bidder certifies that it has made no attempt, nor will make any attempt, to induce any other person or firm to submit, or not submit, a Response for the purpose of restricting competition and that the prices and/or cost data contained in Bidder's Response: (a) have been determined independently, without consultation, communication or agreement with others for the purpose of restricting competition or influencing bid selection, and (b) have not been and will not be knowingly disclosed by the Bidder, directly



or indirectly, to any other Bidder or competitor before contract award, except to the extent that Bidder has joined with other individuals or organizations for the purpose of preparing and submitting a joint Response or unless otherwise required by law.

8. Bidder acknowledges that if it is awarded a contract containing Business Associate requirements under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), or any other Data Security requirements, that Bidder will incorporate the terms of such Business Associate or Data Security requirements into all related subcontracts.

9. Bidder acknowledges that if awarded a contract with DSHS, Bidder is required to comply with all applicable state and federal civil rights and other laws. Failure to comply may result in contract termination. Bidder agrees to submit additional information about its nondiscrimination policies, at any time, if requested by DSHS.

10. Bidder certifies that Bidder has not, within the three-year period immediately preceding the date of release of this competitive solicitation, been determined by a final and binding citation and notice of assessment issued by the Department of Labor and Industries or through a civil judgment to have willfully violated state minimum wage laws (RCW 49.38.082; Chapters 49.46 RCW, 49.48 RCW, or 49.52 RCW).

11. Bidder certifies that it has a current Business License and agrees that it will promptly secure and provide a copy of its Washington State Business License, unless Bidder is exempted from being required to have one, if Bidder is awarded a contract.

12. Bidder authorizes DSHS to conduct a background check of Bidder or Bidder's employees if DSHS considers such action necessary or advisable.

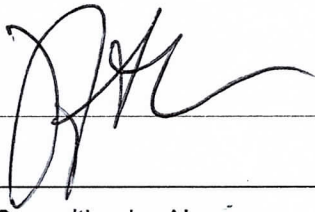
13. Bidder has not been convicted nor entered a plea of *nolo contendere* with respect to a criminal offense, nor has Bidder been debarred or otherwise restricted from participating in any public contracts.

14. Bidder certifies that Bidder has not willfully violated Washington state's wage payment laws within the last three years.

15. Bidder certifies that Bidder is not presently an agency of the Russian government, an entity which is Russian-state owned to any extent, or an entity sanctioned by the United States government in response to Russia's invasion of Ukraine.

16. Bidder acknowledges its obligation to notify DSHS of any changes in the certifications and assurances above.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

Bidder's Signature:  \_\_\_\_\_  
Title: Owner \_\_\_\_\_  
Organization Name: Consulting by Ahrens \_\_\_\_\_  
Date: 05/02/2024 \_\_\_\_\_  
Place Signed (City, State): Tacoma, WA \_\_\_\_\_

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Attachment D, Bidder Response Form  
Bidder Name: Jennifer Ahrens

**ATTACHMENT D: BIDDER RESPONSE FORM**

This form is broken into two sections: Section 1. Administrative Responses (unscored); Section 2. Written Responses (Scored).

Bidders must respond to all questions in the expandable space provided. If a question requires Bidder to submit additional documents, please attach them to this document and label them clearly as part of your response to this Attachment D.

**Bidder Name:** Jennifer Ahrens

<b>1</b>	<p><b>ADMINISTRATIVE RESPONSE</b> (Required; Pass/Fail)</p> <p>Bidder's response to the questions in this Section 1, combined with the information provided in Bidder's Submittal Letter and Certifications and Assurances, comprise Bidder's Administrative Response to this Solicitation. While the Administrative Response is not given a number score, information provided as part of Bidder's Administrative Response may cause the Response to be disqualified and may be considered in evaluating Bidder's qualifications and experience.</p>
	<p><b><u>Please check all boxes that apply:</u></b></p> <p>Bidder would like this response to be considered for a Contract with      <input checked="" type="checkbox"/> AL TSA/RCS      <input checked="" type="checkbox"/> DDA</p>
A	<p>Please indicate whether Bidder employs or contracts with any current or former state employees. If the answer is yes, provide the following information with respect to each individual: 1. name of employee or contractor; 2. the individual's employment history with the State of Washington; 3. a description of the Individual's involvement with the response to this Solicitation; and 4. the Individual's proposed role in providing the services under this any Contract that may be awarded.</p>
	<p><b>ANSWER:</b> This Bidder does not employ or contract with any current or former state employees.</p>
B	<p>Please list the names and contact information for at least three individuals you agree may serve as professional references and may freely provide information to DSHS regarding the reference's experience and impressions of Bidder, and, if applicable, Bidder's staff identified in a later question as Proposed Residential Evaluator(s). (Each Proposed Residential Evaluator must submit at least three references. In providing the names and contact information of the references, Bidder represents that it shall hold both DSHS, as well as the organizations and individuals</p>

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providing references, harmless from and against any and all liability stemming from the information the reference provides).

**ANSWER:**  
Please see below for professional references for this Bidder.

**Patricia Karman, MPA**

- Phone Number: 360-304-2023
- Business Name: Patricia Karman, Sole Proprietor
- Business Address: PO Box 1297, Allyn, WA, 98524
- Dates of Service: 2011 to 2019
- Description of Services: Patricia was my colleague as a fellow DSHS Contracted Residential Evaluator for eight years. She and I collaborated and communicated extensively as part of evaluation teams assigned by Residential Care Services to evaluate Supported Living and Group Home settings. In total, Patricia was a DSHS Contracted Residential Evaluator for nineteen years (2000 to 2019).

**Elizabeth Rankos, PharmD**

- Phone Number: 253-222-1525
- Business Name: Rankos' Stadium Pharmacy
- Business Address: 101 North Tacoma Avenue, Tacoma, WA, 98403
- Dates of Service: 2009 to 2018
- Description of Services: Elizabeth is a pharmacist and owner of Rankos' Stadium Pharmacy, a small, family-owned business, where I worked as a Licensed Pharmacy Assistant for nearly nine years. Elizabeth requested I assist her in evaluation and implementation of state and federal government-required documentation and staff training, in addition to the typical duties of a Pharmacy Assistant, due to my extensive experience in maintaining and evaluating compliance with such requirements.

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	<p><b>Lorrie Kalmbach-Ehlers, BS</b></p> <ul style="list-style-type: none"> <li>• Phone Number: 360-981-7080</li> <li>• Business Name: Northwest Spay &amp; Neuter Center</li> <li>• Business Address: 6401 Pacific Avenue, Tacoma, WA, 98408</li> <li>• Dates of Service: 2009 to 2011</li> <li>• Description of Services: Lorrie was the Executive Director at non-profit Northwest Spay &amp; Neuter Center, where she was my direct supervisor as Office Manager and we worked closely on many projects, including grant writing, staff management, and evaluation and improvement of client services.</li> </ul> <p><b>Keith Rapacz, BA</b></p> <ul style="list-style-type: none"> <li>• Phone Number: 253-651-3881</li> <li>• Business Name: ResCare dba Creative Living Services, Tukwila Branch</li> <li>• Business Address: 1101 Andover Park West, Suite 107, Tukwila, WA, 98188</li> <li>• Dates of Service: 2002 to 2006</li> <li>• Description of Services: Keith was a Program Supervisor at Evergreen Healthcare Tenant Support (later ResCare dba Creative Living Services), where I worked closely with him as a Program Coordinator, providing Supported Living services to developmentally disabled adults.</li> </ul>
C	Please indicate whether your Response contains any variations from the requirements of the Solicitation Document. If the answer is yes, list each variation with specificity and include the pertinent page numbers containing the variation.
	ANSWER: My Response does not contain any variations from the requirements of the Solicitation Document.
D	Please indicate whether Bidder is requesting that DSHS consider any exceptions and/or revisions to the sample contract language found in Attachment A. If so, state the page of Attachment A on which the text Bidder request to change is found, and state the specific changes Bidder is requesting, and the reasons for the request. DSHS shall be under no obligation to agree to any requested changes, and will not consider changes to contract language or negotiate any new language that are not identified in response to this question.
	ANSWER:



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	This Bidder is not requesting that DSHS consider any exceptions and/or revisions to the sample contract language found in Attachment A.
E	By law, unless a narrow exception applies, Bidder responses are generally treated as Public Documents once a solicitation has been completed or withdrawn. While DSHS does not anticipate that an exception to Washington’s Public Records laws will apply to any material that is being requested in this solicitation, if you consider any information that is submitted as part of Bidder’s Response to be proprietary or confidential, please identify it with specificity in the “ANSWER” space below and state the reasons for claiming the exception. Also, in the bottom right corner of any pages of Bidder’s Response that Bidder believe contains proprietary or confidential information, please type the word “CONFIDENTIAL” or “PROPRIETARY.”
	ANSWER: This Bidder does not consider any information that is submitted as part of my Response to be proprietary or confidential.
F	Please indicate whether Bidder has had a contract terminated for cause or default within the past five 5 years. If so, please provide the terminating party’s name, address and telephone number and provide a summary describing the alleged deficiencies in Bidder’s performance, whether and how these alleged deficiencies were remedied and any other information pertinent to Bidder’s position on the matter. “Termination for Cause” refers to any notice to Bidder to stop performance due to Bidder’s asserted nonperformance or poor performance and the issue was either a) not litigated; b) litigated with a resulting determination in favor of the other party; or c) is the subject of pending litigation.
	ANSWER: This Bidder has not had a contract terminated for cause or default within the past five (5) years.
G	Please identify any currently active contracts and any contracts that have expired within the past ten years, that Bidder has entered into with the State of Washington by stating the name of the contracting State Agency, the start and end dates of the contract, the nature of the contract and the name of the primary agency contact for each.  NOTE: Although uncommon, certain types of contracts between Bidder and state agencies (including DSHS) may pose a conflict of interest and disqualify Bidder’s response from further consideration. If Bidder is awarded a contract pursuant to this solicitation, Bidder will be prohibited from entering into conflicting contracts with state agencies during the term of the contract.
	ANSWER:

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**Residential Care Services Evaluator Services (formerly Community Residential Service Evaluations)**

- Dates of Service: 2011 to 2015, 2015 to 2019, 2019 to current
- Nature of Contract: Certification and Follow-Up Evaluations, and Provisional Certification Monitoring, of Supported Living, Group Home, and Group Training Home settings.
- Primary Agency Contact: Lori Redford, Field Manager (2022 to current), 509-514-3899  
Nicole Vreeland, Field Manager (2014 to 2022), 564-999-0393

**Developmental Disabilities Administration Evaluator Services (formerly Companion Home Evaluations and Evaluator Services Overnight Planned Respite)**

- Dates of Service: 2015 to 2019, 2019 to current
- Nature of Contract: Certification Evaluations of Companion Home, Alternative Living, Overnight Planned Respite, Children's State-Operated Living Alternatives, Emergency Transitional Support Services, Intensive Habilitation Services for Children, and Stabilization, Assessment & Intervention Facility settings.
- Primary Agency Contact: Lori Gianetto-Bare, Acting Deputy Director of Provider Compliance Transitions Quality Assurance, 360-407-1565 / 360-971-7767

**Residential Care Services Dispute Resolution Services**

- Dates of Service: 2017 to 2019, 2019 to 2021
- Nature of Contract: Independent Informal Dispute Resolution services for the Nursing Home setting.
- Primary Agency Contact: Staci Dilg, Informal Dispute Resolution Program Manager, 360-725-2307

H Please identify any currently active contracts and any contracts that have expired within the past ten years, that any of Bidder's Proposed Residential Evaluators has entered into with the State of Washington by stating the name of the Proposed Residential Evaluators who have entered into such contracts, the name of the contracting State Agency, the start and end dates of the contract, the nature of the contract, and the name of the primary agency contact for each.

NOTE: Although uncommon, certain types of contracts between a Proposed Residential Evaluator and state agencies (including DSHS) may pose a conflict of interest and disqualify a Proposed Residential Evaluator from further

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	consideration. If Bidder is awarded a contract pursuant to this solicitation, Bidder’s Residential Evaluators will be prohibited from entering into conflicting contracts with state agencies during the term of the contract, or their term of employment with Bidder.
	ANSWER: The name of the Proposed Residential Evaluator who has entered into all contracts outlined in Section-G above is Jennifer Ahrens.
I	Please indicate whether Bidder has been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services Bidder proposes to provide pursuant to this Competitive Solicitation. If the answer is yes, please list the nature of the allegations, docket number, disposition and date (if applicable) and Bidder’s explanation of how it has changed its practices or operations relative to any alleged deficiencies since that proceeding was filed.
	ANSWER: This Bidder has not been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services Bidder proposes to provide pursuant to this Competitive Solicitation.
J	By selecting the “Acknowledged” box below, Bidder acknowledges its understanding that Proposed Residential Evaluator(s) will be subject to a Washington State background check prior to beginning their duties under any contract that is awarded pursuant to this RFQQ, and every two years thereafter. Failure to pass a Washington State background check at any time will result in the disqualification of the Proposed Residential Evaluator. If all Bidder’s Proposed Residential Evaluators are so disqualified, any contracted that may have been awarded as a result of this Solicitation may be terminated.
	ANSWER: <input checked="" type="checkbox"/> Acknowledged.
K	Does Bidder or any of Bidder’s proposed Residential Evaluator(s) have a financial interest in, or other relationship with, any provider of residential, employment or other direct support services for individuals with intellectual or developmental disabilities contracted or licensed by AL TSA/RCS or DDA?
	ANSWER Yes or No: No.

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<b>L</b>	<p>Please identify the DSHS Region(s) and/or Specific Counties where Bidder is willing to serve.</p> <ul style="list-style-type: none"> <li>• <b>Region 1</b> includes the following WA Counties: Adams, Asotin, Benton, Chelan, Columbia, Douglas, Ferry, Franklin, Garfield, Grant, Kittitas, Klickitat, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, Walla Walla, Whitman, Yakima</li> <li>• <b>Region 2</b> includes the following WA Counties: Island, King, San Juan, Skagit, Snohomish, Whatcom</li> <li>• <b>Region 3</b> includes the following WA Counties: Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Kitsap, Lewis, Mason, Pacific, Pierce, Skamania, Thurston, Wahkiakum</li> </ul> <p><b>NOTE: By specifying a Region or County(ies) where Bidder is offering to provide its services, Bidder is certifying that its Proposed Residential Evaluator(s) is/are able to travel for evaluations within those Regions and/or Counties.</b></p>
	<p><b>ANSWER: Check all that apply:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Region 1</li> <li><input type="checkbox"/> Region 2</li> <li><input type="checkbox"/> Region 3 <b>OR</b></li> <li><input checked="" type="checkbox"/> All Regions</li> </ul> <p>AND/OR list below the specific County or Counties where Bidder is offering its services:</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="border-bottom: 1px solid black; width: 30%;"></div> <div style="border-bottom: 1px solid black; width: 30%;"></div> <div style="border-bottom: 1px solid black; width: 30%;"></div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border-bottom: 1px solid black; width: 30%;"></div> <div style="border-bottom: 1px solid black; width: 30%;"></div> <div style="border-bottom: 1px solid black; width: 30%;"></div> </div>
<b>M</b>	<p>Please state the maximum number of hours per month (total, not per Proposed Residential Evaluator) Bidder will be able to serve as Residential Evaluator, should Bidder be awarded a contract through this solicitation.</p>

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	<b>ANSWER:</b> This Bidder will be willing and able to serve as a Residential Evaluator any number of hours per month, without specified maximum, required to complete quality and timely work for Residential Care Services and Developmental Disabilities Administration.	
<b>2</b>	<b>BIDDER CERTIFICATION – EO 18-03</b>	MAXIMUM TOTAL POINTS



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EO	<p>Are your employees required to sign, as a condition of employment, a mandatory individual arbitration clause and/or a class or collective action waiver?</p> <p><b>Please Note:</b> Points for this question will be awarded to bidders who respond that they do not require these clauses and waivers. If you certify here that your employees are NOT required to sign these clauses and waivers as a condition of employment, and you are the successful bidder, a term will be added to your contract certifying this response and requiring notification to DSHS if you later require your employees to agree to these clauses or waivers during the term of the contract.</p>	5
	<p>ANSWER: I am a Sole Proprietor business and do not have any employees.</p>	
<b>3</b>	<b>BIDDER CERTIFICATION – WASHINGTON SMALL BUSINESS</b>	MAXIMUM TOTAL POINTS
EO	<p>Are you a Washington Small Business as defined under <b>RCW 39.26.010</b>?</p> <p>According to <b>Chapter 39.26.010 RCW</b>, to qualify as a Washington Small Business, Bidder must meet three (3) requirements:</p> <ol style="list-style-type: none"> <li>a. <i>Location.</i> Bidder’s principal office/place of business must be located in and identified as being in the State of Washington. A principal office or principal place of business is a firm’s headquarters where business decisions are made and the location for the firm’s books and records as well as the firm’s senior management personnel.</li> <li>b. <i>Size.</i> Bidder must be owned and operated independently from all other businesses and have either: (a) fifty (50) or fewer employees; or (b) gross revenue of less than seven million dollars (\$7,000,000) annually as reported on Bidder’s federal income tax return or its return filed with the Washington State Department of Revenue over the previous three consecutive years.</li> <li>c. <i>WEBS Certification.</i> Bidder must have certified its Washington Small Business status in Washington’s Electronic Business Solution (<a href="#">WEBS</a>).</li> </ol>	5
	<p>ANSWER: Yes, I am a Washington Small Business as defined under RCW 39.26.010 as follows:</p> <ol style="list-style-type: none"> <li>a. This Bidder’s principal office/place of business is located in Tacoma, Washington.</li> <li>b. This Bidder owns and operates their business independently from all other businesses and has (a) fifty (50) or fewer employees; and (b) gross revenue of less than seven million dollars (\$7,000,000) annually as reported on</li> </ol>	

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	<p>Bidder’s federal income tax return or its return filed with the Washington State Department of Revenue over the previous three consecutive years.</p> <p>c. This Bidder has certified its Washington Small Business status in Washington’s Electronic Business Solution as a Micro Business Enterprise, with Certifying Agency identified as State of Washington Department of Enterprise Services and System Vendor Number identified as 20467554.</p>	
<b>4</b>	<b>BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS</b>	MAXIMUM TOTAL POINTS
EO	<p>Are you a Certified Washington Veteran-Owned Business as defined under <b>RCW 43.60A.190</b>?</p> <p>According to <b>Chapter 43.60A.190 RCW</b>, to qualify as a Certified Washington Veteran-Owned Business, Bidder must meet Four (4) requirements:</p> <ul style="list-style-type: none"> <li>a. <i>51% Ownership. Bidder must be at least fifty-one percent (51%) owned and controlled by:</i> <ul style="list-style-type: none"> <li>1. <i>A veteran as defined as every person who at the time he or she seeks certification has received a discharge with an honorable characterization or received a discharge for medical reasons with an honorable record, where applicable, and who has served in at least one of the capacities listed in RCW 41.04.007;</i></li> <li>2. <i>A person who is in receipt of disability compensation or pension from the department of veteran’s affairs; or</i></li> <li>3. <i>An active or reserve member in any branch of the armed forces of the United States, including the national guard, coast guard, and armed forces reserves.</i></li> </ul> </li> <li>b. <i>Washington Incorporation/Location. Bidder must be either an entity that is incorporated in the state of Washington as a Washington domestic corporation or, if not incorporated, an entity whose principal place of business is located within the State of Washington.</i></li> <li>c. <i>WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington’s Electronic Business Solution (<a href="#">WEBS</a>).</i></li> <li>d. <i>WDVA Certification. Bidder must have provided certification documentation to the Washington Department of Veterans’ Affairs (WDVA) and be certified by WDVA and listed as such on WDVA’s website (<a href="#">WDVA – Veteran-Owned Businesses</a>).</i></li> </ul>	<b>5</b>



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- A bachelor's degree **and** two years of social service experience in any of the following fields (state the degree that was earned and the experience being claimed):
  - Social Services,
  - Human Services,
  - Behavioral Sciences,
  - Criminal Law/Justice,
  - Public Administration, or
  - Specify an allied field in which the Proposed Residential Evaluator has earned a bachelor's degree;

**OR**

- Has **five years** of Social Services work experience, which includes a combination of the following professional experience (state the professional experience being claimed):
  - working in the community with individuals with intellectual and/or developmental disabilities;
  - evaluating and/or auditing community settings serving individuals with developmental disabilities and interviewing clients in those settings; and/or
  - conducting assessments, planning and monitoring services for individuals with intellectual or developmental disabilities.

**NOTE: The resume of any Proposed Residential Evaluator that does not meet one of the three criteria listed above will be awarded 0 points, and that score will be included when calculating the average score of all resumes. Submission of a non-qualifying resume will, therefore, reduce the Bidder's Written Response score.**

ANSWER:

Bidder's Proposed Residential Evaluator: Jennifer Ahrens

The above-named individual has Social Services work experience exceeding five years, which includes a combination of professional experience as follows:

- Working in the community with individuals with intellectual and/or developmental disabilities: Eight years' experience (1998 to 2006) working in the Supported Living (formerly known as Intensive Tenant Support) setting both in a Program Coordinator management position and as an Instructor/Advocate (current terminology Direct Support Professional) working directly with intellectually and/or developmentally disabled clients in their homes on a daily basis.

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Attachment D, Bidder Response Form  
Bidder Name: Jennifer Ahrens

	<ul style="list-style-type: none"><li>• Evaluating and/or auditing community settings serving individuals with developmental disabilities and interviewing clients in those settings: Thirteen years' experience (2011 to current) conducting evaluations as a DSHS Contracted Residential Evaluator in multiple and varied settings for Residential Care Services and Developmental Disabilities Administration, which includes regularly interviewing a broad scope of clients.</li><li>• Conducting assessments, planning and monitoring services for individuals with intellectual or developmental disabilities: Eight years' experience conducting internal assessments (Individual Instruction and Support Plans) for individuals with intellectual or developmental disabilities in the Supported Living setting and participating in Developmental Disabilities Administration (formerly Division of Developmental Disabilities) Person-Centered Service Plan (formerly Individual Support Plan) assessments for these individuals. In the Supported Living setting, planning and monitoring services for these individuals included, but was not limited to, medical care, medication support, implementation of Developmental Disabilities Administration Guiding Values (Inclusion, Status and Contribution, Relationships, Power and Choice, Health and Safety, Competence), supporting clients with life goals and activities of daily living, community integration, advocacy including support with self-advocacy, and financial management. In my role as a DSHS Contracted Residential Evaluator for the last thirteen years, I have monitored many of these same services to clients for their providers' compliance with Washington Administrative Codes and, in some settings, Developmental Disabilities Administration Policies.</li></ul>
B	<p>(HIGHEST INDIVIDUAL and AVERAGE SCORE POSSIBLE: 700 POINTS).</p> <p>For each name provided in the Answer above, attach a copy of the Proposed Residential Evaluator's resume. The provided resumes must set forth the Proposed Residential Evaluator's detailed chronological education and work history.</p> <p>Each resume will be awarded points based on the Proposed Residential Evaluator's education and work history, as well as the Proposed Residential Evaluator's demonstrated level of skill in the following areas:</p> <ol style="list-style-type: none"><li>1) Working with individuals with intellectual and developmental disabilities;</li><li>2) Understanding and enforcing regulatory, statutory, and program standards (as set forth in WACs, RCWs, and DSHS/ program policies);</li><li>3) Accurately assessing risk for, and safety of, vulnerable adults or children;</li><li>4) Producing accurate and professional written reports and other communications; and</li><li>5) Learning and effectively using various software applications, including Microsoft Office.</li></ol>



Competitive Solicitation RFQQ #2434-846  
Attachment D, Bidder Response Form  
Bidder Name: Jennifer Ahrens

**NOTE:**

**It is to the Bidder's benefit to ensure each Proposed Residential Evaluator's detailed work history demonstrates the development and utilization of the five skills listed above. The final score for this section will be the average score of all submitted Proposed Residential Evaluator resumes submitted by the Bidder.**

*ANSWER: None required. Please attach required resumes, and ensure they are clearly marked as being responsive to Question 4.B in Attachment D.*

**Attachment E  
Contractor Inclusion Plan**

**Instructions**

DSHS requires that bidder submit this inclusion plan template as part of their proposal. Once submitted, the Inclusion Plan template becomes part of the contract if awarded to the bidder. The Bidder shall also include an anticipated list of small and diverse subcontractors or vendors who may provide services on the project. Responses should reflect the Bidder's sincere efforts to include diverse small businesses. Businesses listed in the plan must be certified by OMWBE or DVA, or registered in WEBS as a small business. If a company is not certified or registered but may be eligible for certification, the Bidder should encourage the company to become certified.

Inclusion goals are aspirational. No preference is given for inclusion plans or goals in the evaluation of bids. While no minimum level of OMWBE certified, Veteran Owned, or Washington Small Business participation will be required as a condition for receiving an award, the plan must include the actions the contractor will take to increase subcontracting opportunities for those business types.

**DIVERSE BUSINESS INCLUSION PLAN**

1. Do you anticipate using, or is your firm, a Washington State Certified Minority Business?  
 YES    NO
  
2. Do you anticipate using, or is your firm, a Washington State Certified Women's Business?  
 YES    NO
  
3. Do you anticipate using, or is your firm, a Washington State Certified Veteran Business?  
 YES    NO
  
4. Do you anticipate using, or is your firm, a Washington State Small Business?  
 YES    NO
  
5. If you answered No to all the questions above, please explain:  
  
N/A
  
6. Please provide a description of your firm's planned efforts at outreach to the small and diverse business community:

My business is a Sole Proprietorship and I do not do any subcontracting. However, supporting small, minority-, veteran-, and women-owned local businesses is important to me both professionally and personally. I prefer to patronize such businesses whenever possible. Though my business requires minimal purchasing of goods, it involves regularly traveling the entire state of Washington. In my travels, I enjoy seeking out these types of businesses as far as dining establishments or incidentals I may need.

7. Please list projects (5 max.) you have completed with diverse business participation in the last five (5) years:

Subcontractor	Project	Year	Percentage
N/A			
N/A			
N/A			
N/A			
N/A			

8. Please provide a description of how your firm considers utilizing small businesses in the development of bid packages.

N/A

9. Please describe the actions you will take to increase subcontracting opportunities for those business types.

N/A

10. Please indicate the number of people in your Diversity Inclusion team.

One; myself

If you answered Yes to any of questions one through four above, please complete questions eleven through thirteen.

11. Please list the approximate percentage of work to be accomplished by each group in this contract:

- 11.1 Minority 0%
- 11.2 Women 100%
- 11.3 Veteran 0%
- 11.4 Small Business 100%

12. Please identify the person in your organization to manage/ lead your Diverse Inclusion Plan responsibility.

12.1 Name: Jennifer Ahrens

12.2 Phone: 206-799-7313

12.3 E-Mail: consultingbyahrens@gmail.com


13. Please identify the list of potential diverse subcontractors

13.1 N/A

13.2 N/A

13.3 N/A

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

Bidder's Signature:  \_\_\_\_\_

Title: Owner \_\_\_\_\_

Organization Name: Consulting by Ahrens \_\_\_\_\_

Date: 05/03/2024 \_\_\_\_\_

Place Signed (City, State): Tacoma, WA \_\_\_\_\_

**Response to Question 4.B in Attachment D: Proposed Residential Evaluator's Resume**

**JENNIFER AHRENS**  
**Consulting by Ahrens**

3836 South 8<sup>th</sup> Street

Tacoma, WA 98405

206-799-7313

consultingbyahrens@gmail.com

Pronouns: she/her

**Qualifications Summary:**

Thirteen years' experience conducting Supported Living, Group Home, and Group Training Home evaluations for Aging and Long-Term Support Administration/Residential Care Services, including approximately 800 certification evaluations, evaluation follow-ups, complaint investigation follow-ups, or provisional-certification monitoring visits. Nine years' experience conducting Companion Home, Alternative Living, Overnight Planned Respite, Children's State-Operated Living Alternatives, Emergency Transitional Support Services, Intensive Habilitation Services for Children, and Stabilization, Assessment & Intervention Facility evaluations for the Developmental Disabilities Administration. Eight years' experience working with individuals with developmental disabilities in the Supported Living setting. Three years' experience with student-to-student tutoring of individuals with developmental disabilities. A strong professional history of social services, customer service, non-profit work, and pharmacy services. High standards of integrity, ethical, courteous, and respectful of diversity and confidentiality. Detail-oriented, focused, efficient, and committed to completing tasks and providing customer service at a high level of quality and professionalism.

**Professional Knowledge, Skills, and Abilities:**

Working with individuals with intellectual and developmental disabilities:

- Eight years' experience (1998 to 2006) working in the Supported Living (formerly Intensive Tenant Support) setting both in a Program Coordinator management position and as an Instructor/Advocate (current terminology Direct Support Professional) working directly with intellectually and/or developmentally disabled clients in their homes on a daily basis. Support for these individuals included, but was not limited to, medical care, medication support, implementation of Developmental Disabilities Administration Guiding Values (Inclusion, Status and Contribution, Relationships, Power and Choice, Health and Safety, Competence), supporting clients with life goals and activities of daily living, community integration, advocacy including support with self-advocacy, and financial management.



Understanding and enforcing regulatory, statutory, and program standards:

- Thirteen years' experience (2011 to current) conducting Supported Living, Group Home, and Group Training Home evaluations for Aging and Long-Term Support Administration/Residential Care Services (RCS), which are based in understanding and enforcement of Washington Administrative Code (WAC) and Revised Code of Washington (RCW). The core WACs referenced in every evaluation conducted for RCS are WAC 388-101 Certified Community Residential Services and Supports, WAC 388-101D Requirements for Providers of Residential Services and Supports, and WAC 388-829 Community Residential Service Business Training Requirements, as well as the RCWs and other WACs referenced therein. As a current Contracted Residential Evaluator, it is critical to be aware and informed of any ongoing published revisions to WAC and RCW.
- Washington State Department of Social & Health Services (DSHS) Standard Operating Procedures Chapter 14 Certified Community Residential Services and Supports guide Contracted Residential Evaluators' evaluations conducted for RCS. It has been imperative in my work as an Evaluator for the past thirteen years to be knowledgeable of these procedures. This includes ongoing consultation and discussion of Chapter 14 as needed and being aware of any revisions.
- Nine years' experience conducting Companion Home, Alternative Living, Overnight Planned Respite, Children's State-Operated Living Alternatives, Emergency Transitional Support Services, Intensive Habilitation Services for Children, and Stabilization, Assessment & Intervention Facility evaluations for the Developmental Disabilities Administration (DDA), which are based in understanding and enforcement of WACs, RCWs, and DDA Policies. The core WACs referenced in evaluations conducted for DDA, depending on the setting, are 388-825 DDA Service Rules, 388-826 Out-of-Home Services, 388-829 Community Residential Service Business Training Requirements, 388-829C Companion Homes, 388-829A Alternative Living, 388-829R Overnight Planned Respite Services, 388-829Z Emergency Transitional Support Services, and 388-847 Stabilization, Assessment, and Intervention Facility, as well as any RCWs or other regulations referenced therein and DDA Standard Operating Procedures for providers.
- Washington State DSHS DDA Evaluator Guide guides Contracted Evaluators' evaluations conducted for DDA. Just as with the Chapter 14 guide for RCS evaluations, it is important to consult this guide ongoing and stay informed of any revisions.
- Since 2020, Contracted Residential Evaluators have been required to stay informed of and enforce continuously evolving regulations related to the COVID-19 pandemic issued by the governor, RCS, and/or DDA. In navigating this unprecedented circumstance, I feel Evaluators successfully collaborated with each other, RCS, and DDA to protect clients to the best of our ability in both the height of the pandemic and subsequent post-COVID period.

Accurately assessing risk for, and safety of, vulnerable adults or children:

- In my role as a Contracted Residential Evaluator for the last thirteen years, the safety of clients has always been the top priority. Anytime I enter a client's home or facility, I always immediately visually scan the environment for any safety concerns. I also prefer to conduct the required detailed environmental safety review first thing during a client home visit whenever possible. I feel it is of utmost importance to establish any concerns in this area as soon as possible so they can be conveyed to provider management for initiation of immediate remedy. Depending on the severity of the issue, it has also been necessary at times to remain at the client's home until a provider's immediate remedy could be directly observed to ensure the safety of clients. It is part of the Evaluator role to ensure safety of clients, whatever that may entail in any given, potentially unpredictable situation. Contracted Residential Evaluators are mandatory reporters.

Producing accurate and professional written reports and other communications:

- Professional writing is something I consider a personal strength and attention to detail when writing in this format is something I find fulfilling. It is important for me to feel pride in the written reports and standardized forms I complete for RCS or DDA as a Contracted Residential Evaluator before submitting them. There are many and various writing standards Evaluators must adhere to depending on the setting evaluated. The format for writing citations, or Statement of Deficiencies (SOD), for RCS involves a unique style of technical writing I have worked to fine-tune over my last thirteen years as an Evaluator. We are trained to the Principles of Documentation, and, though I have participated in the composition of hundreds of SODs, it is important to continue to use this guide as an ongoing reference to ensure a fresh perspective is maintained. It is also important to be open to others' suggestions for how a SOD I have written could potentially be improved.
- Working as an Evaluator requires constant and consistent accurate and professional verbal communication. Our visits can feel intrusive to providers and clients by nature, so it is imperative to approach this in a balanced way I think of as "friendly/firm". There is a savvy developed over time in one's demeanor and communication style that allows subjects of an evaluation to feel as comfortable as possible while the Evaluator maintains themselves as a figure responsible for enforcement of regulations. The role of an Evaluator also requires conveying information to providers pertaining to areas found out of compliance, which they may perceive as unpleasant. It is important to choose one's words carefully when presenting this information, as there is a balance of conveying this information firmly and respectfully. It is also important to convey information accurately as it is the Evaluator's responsibility to ensure the provider has a clear understanding of areas out of compliance and what they can expect in a forthcoming citation.

Learning and effectively using various software applications:

- As a Contracted Residential Evaluator, I use Microsoft Office daily. In this role, I

primarily use Outlook and Word, though I used Excel and PowerPoint regularly in past work at a non-profit organization. It is important to always be open to learning new things about the function of these programs that may be helpful in improving work quality and have ability to adjust to ongoing updates to the software.

- As the use of virtual communication platforms in the workplace has become prevalent in the last few years, I have successfully learned how to use various platforms including Teams, Skype, Zoom, and Telehealth. Some of these platforms I have used regularly for communication, training, or meetings with RCS and DDA staff or for communication with providers being evaluated.
- Contracted Residential Evaluators have been introduced to and expected to utilize software programs and databases for entry and storage of evaluation-related documentation over the last few years. Programs we have been trained to and now access daily include Secure Tracking and Reporting System (STARS), Comprehensive Assessment Reporting & Evaluation (CARE), and Q-Drive (RCS's database for storage of electronic working papers and other evaluation-related documents). Prior to STARS, the program utilized was Facility Management Systems (FMS). For RCS, Evaluators were invited to collaborate with Project Support and the Quality Improvement Coordinator on improvement and revision of electronic working papers and other evaluation related DSHS forms. In 2023, direct saving of these electronic documents to the Q-Drive by Evaluators was introduced. For DDA, Evaluators were invited to collaborate with the Acting Deputy Director of Provider Compliance Transitions Quality Assurance and Provider Quality Assurance Specialist to improve and revise official DSHS tools and forms used to conduct evaluations in DDA-evaluated settings. In recent years many providers Evaluators evaluate have begun using a variety of electronic recordkeeping software. We have had to adapt to the evolution of standard evaluation record review given the increasing popularity of electronic recordkeeping.

Assessing and developing workable solutions on a variety of critical issues or problems:

- I approach every evaluation conducted as a Contracted Residential Evaluator with the intent to assess a variety of critical issues or problems. It is impossible to predict what one may find, so each evaluation is unique and must be approached as such. For each evaluation, it is important I bring all my experience with me but also take a pause and be aware that I may encounter something I've never had to assess before and be conscientious of never becoming complacent.

Presenting information to others in both written and verbal form utilizing various resources while working remotely:

- During the COVID-19 pandemic, both RCS and DDA required a dramatic increase in remote work for safety reasons and to be compliant with the governor's evolving COVID-based regulations. Contracted Residential Evaluators had to adapt to a new way of ensuring thorough and quality evaluations to the best of our ability while maintaining compliance with the governor's, RCS's, and DDA's requirements for minimal in-person contact. This became something of a "crash course" in

efficient and effective remote work. While I am grateful to be back to full in-person visits as it is certainly my preferred way to conduct any kind of social-service work, the pandemic developed my ability to conduct work remotely.

Strong critical thinking skills:

- Utilizing strong critical thinking skills is an essential part of every evaluation conducted as a Contracted Residential Evaluator. Deciding whether a provider is in or out of compliance can often be a black-and-white determination but there are also situations where one must thoroughly contemplate all aspects of a particular issue. This includes how a client's right to power and choice come into play, with client safety always the top priority. Despite my thirteen years' experience as an Evaluator, there continue to be unique issues that present themselves and require me to pause and examine whether a provider has met minimum WAC and/or DDA Policy requirements. While I always appreciate observing providers implementing standards of best practice, the bottom line of our role as Evaluators is to determine whether WAC, RCW, and DDA Policy requirements are met.

Ability to work autonomously or as a team making decisions, sometimes in immediate safety situations:

- Working as a Contracted Residential Evaluator for the last thirteen years has involved equal parts working autonomously and as part of a team making decisions. Strong multitasking skills are essential. With RCS evaluations, we work autonomously visiting clients which may involve independent immediate notification to provider management of safety concerns observed. We also collaborate making decisions as a team regarding collective concerns, which issues found should be cited in a SOD, and how to present information to providers and their chosen guests at evaluation exit meetings. With DDA evaluations, we work autonomously visiting the setting being evaluated and then collaborate with DDA Resource Managers and providers to set reasonable corrective actions and correction timeframes for any cited issues. In the case of a particularly difficult or egregious finding, we consult our respective Field Managers at RCS or DDA depending on the setting being evaluated. It is also important to always be aware of one's own personal safety when in the field as some clients may have behaviors that could cause injury. Being aware of exits, not facing away from clients, "reading" the room, and knowing when to step away and allow clients a break are all beneficial tactics to employ.
- Both as a Contracted Residential Evaluator and in past roles as a Pharmacy Assistant and Office Manager in a non-profit setting, I have extensive combined years of experience with very challenging customer-service situations. I have developed methods of tactfully and empathetically delivering information to people they would prefer not to receive. I feel one of my greatest professional strengths is uniting people and an ability to get along and collaborate with anyone, regardless of how different we may be as people. I believe there is always a way to be creative and find a basis of mutual respect and focus on the project at hand.

**Employment History:**

OWNER, Consulting by Ahrens, Tacoma, WA (2011-current)  
PHARMACY ASSISTANT, Rankos' Stadium Pharmacy, Tacoma, WA (2009-2018)  
FLEX EMPLOYEE, Northwest Spay & Neuter Center, Tacoma, WA (2011-2016)  
OFFICE MANAGER, Northwest Spay & Neuter Center, Tacoma, WA (2009-2011)  
VETERINARY ASSISTANT, Northwest Spay & Neuter Center, Tacoma, WA (2009)  
TOUCH-UP, Precision Drywall, Inc., Auburn, WA (2006-2009)  
PROGRAM COORDINATOR, Creative Living Services, Tukwila, WA (2001-2006)  
INSTRUCTOR/ADVOCATE, Creative Living Services, Tukwila, WA (1998-2001)

**Volunteerism History:**

Washington State University Master Gardeners Pierce Co, Puyallup, WA (2022-current)  
Tacoma Tree Foundation, Tacoma, WA (2022-current)  
Northwest Spay & Neuter Center, Tacoma, WA (2009, 2012-2017)

**Education History:**

Certified Washington State University Master Gardener, Pierce County (2022)  
Licensed Pharmacy Assistant (2009), current credential VB60119070 exp 04/26/2026.  
Post Traumatic Stress Disorder & Developmental Disabilities Training Certificate (2002)  
Positive Crisis Management Training Certificate (2002)  
Developmental Disabilities Administration Core Training Certificate (2000)  
Nursing Assistant Registered (1998-2007), credential NA00106557.  
Nurse Delegation Core Training for Nursing Assistants Certificate (1998)  
Green River Community College (1997)  
Kentwood High School (1994-1997), diploma

**Professional References:**

Patricia Karman, MPA

Phone Number: 360-304-2023

Business Name: Patricia Karman, Sole Proprietor

Business Address: PO Box 1297, Allyn, WA, 98524

Dates of Service: 2011 to 2019

Description of Services: Patricia was my colleague as a fellow DSHS Contracted Residential Evaluator for eight years. She and I collaborated and communicated extensively as part of evaluation teams assigned by Residential Care Services to evaluate Supported Living and Group Home settings. In total, Patricia was a DSHS Contracted Residential Evaluator for nineteen years (2000 to 2019).

Elizabeth Rankos, PharmD

Phone Number: 253-222-1525

Business Name: Rankos' Stadium Pharmacy

Business Address: 101 North Tacoma Avenue, Tacoma, WA, 98403

Dates of Service: 2009 to 2018

Description of Services: Elizabeth is a pharmacist and owner of Rankos' Stadium Pharmacy, a small, family-owned business, where I worked as a Licensed Pharmacy Assistant for nearly nine years. Elizabeth requested I assist her in evaluation and