

05/01/2024  
Karen Ritter  
6746 Cleopatra PL NW  
206-478-1899 cell  
[Karenritter96@msn.com](mailto:Karenritter96@msn.com)

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

Dear Donna Beatty:

1. Enclosed please find the Response of Karen Ritter (Bidder) with respect to the above Competitive Solicitation. This Response includes this Letter (Attachment B) as well as Attachments C (Bidder Certs and Assurances), D (Bidder Response Form), and E (Bidder Inclusion Form), and F (Bidder Intake Form) as set forth in the Solicitation Document. No additional materials are included.
2. I am authorized to submit this Response on behalf of Bidder, to make representations on behalf of Bidder and 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 Numbers	Dates Issued
RFQ 2434-846 Amendment No. 01    Bidders Q&A	4/24/2024

4. Bidder represents that it has been in business since 05/02/2011 and during that time has offered the following relevant professional services in the fields listed:
  - Certification evaluations for the Developmental Disabilities Administration
  - Certification evaluations for AL TSA/RCS/CCRSS
5. I do not advertise business services on any websites.
6. Bidder represents that it meets all minimum qualifications set forth in the 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,

*Karen Ritter*

Karen Ritter, MSW  
Bidder

**Attachment C**  
**Bidder Certifications and Assurances**

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 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: *Karen Ritter*

Title: Owner

Organization Name: Karen Ritter

Date: 05/01/2024

Place Signed (City, State): Seattle, WA

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Attachment D, Bidder Response Form  
Bidder Name Karen Ritter

**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:**

**1 ADMINISTRATIVE RESPONSE** (Required; Pass/Fail)  
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.

**Please check all boxes that apply:**

Bidder would like this response to be considered for a Contract with     AL TSA/RCS     DDA

**A** 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.

ANSWER: NO current or former state employees will be employed or contracted.

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

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Bidder Name Karen Ritter

	<p>ANSWER:</p> <ol style="list-style-type: none"> <li>1. Deirdre Farrison, Ambitions of Washington, 6020 Main St. SW Suite F, Lakewood, WA 98336 <a href="mailto:d.farrison@ambitions.org">d.farrison@ambitions.org</a>, 253-362-0665</li> <li>2. Sarah Bradley, North Beach Elementary, 9018 – 24<sup>th</sup> Ave NW, Seattle, WA 98117 <a href="mailto:sbbradley@seattleschools.org">sbbradley@seattleschools.org</a>, 206-252-1512</li> <li>3. Nicole Vreeland, L.T.C. Allied Q.I. Specialist, 4500-10<sup>th</sup> Ave SE, MS: 45600, Lacey, WA 98504 <a href="mailto:nicole.vreeland@dshs.wa.gov">nicole.vreeland@dshs.wa.gov</a>, 564-999-0393</li> </ol>
C	<p>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.</p>
	<p>ANSWER: NO</p>
D	<p>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.</p>
	<p>ANSWER: In the contract on page 19 under Special Terms and Conditions is the requirement for General Liability Insurance. This appears to be a new requirement. I would like this requirement to be waived as the cost would negate the increase in payment in the contract.</p>
E	<p>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.”</p>

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Bidder Name Karen Ritter

	ANSWER: No information contained in RFQ is considered confidential or proprietary property.																																																						
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: NO																																																						
G	<p>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.</p> <p>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.</p>																																																						
	<p>ANSWER:</p> <p>All Professional Services Contracts</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Contract</th> <th>Amend</th> <th>Start Date</th> <th>End Date</th> <th>Service Description</th> <th>DSHS Contact</th> </tr> </thead> <tbody> <tr> <td>1135-29256</td> <td></td> <td>07/01/2011</td> <td>06/30/2015</td> <td>RCS Community Residential Service Evaluations</td> <td>Sandra A. Daniel</td> </tr> <tr> <td>1135-29256</td> <td>01</td> <td>09/22/2014</td> <td>06/30/2015</td> <td>RCS Community Residential Service Evaluations</td> <td>Angel Vasilev</td> </tr> <tr> <td>1135-29257</td> <td></td> <td>07/01/2011</td> <td>06/30/2015</td> <td>DDD Companion Home Resid Eval</td> <td>Sandra A. Daniel</td> </tr> <tr> <td>1135-29257</td> <td>01</td> <td>09/22/2014</td> <td>06/30/2015</td> <td>DDD Companion Home Resid Eval</td> <td>Angel Vasilev</td> </tr> <tr> <td>1535-43780</td> <td></td> <td>07/01/2015</td> <td>06/30/2019</td> <td>RCS Community Residential Service Evaluations</td> <td>Melissa Diebert</td> </tr> <tr> <td>1535-43780</td> <td>01</td> <td>07/01/2018</td> <td>06/30/2019</td> <td>RCS Community Residential Service Evaluations</td> <td>Melissa Diebert</td> </tr> <tr> <td>1535-43783</td> <td></td> <td>07/01/2015</td> <td>06/30/2019</td> <td>DDD Companion Home Evaluations</td> <td>Melissa Diebert</td> </tr> <tr> <td>1631-62914</td> <td></td> <td>04/15/2016</td> <td>06/30/2019</td> <td>Evaluator Services Overnight Planned Respite</td> <td>Melissa Diebert</td> </tr> </tbody> </table>	Contract	Amend	Start Date	End Date	Service Description	DSHS Contact	1135-29256		07/01/2011	06/30/2015	RCS Community Residential Service Evaluations	Sandra A. Daniel	1135-29256	01	09/22/2014	06/30/2015	RCS Community Residential Service Evaluations	Angel Vasilev	1135-29257		07/01/2011	06/30/2015	DDD Companion Home Resid Eval	Sandra A. Daniel	1135-29257	01	09/22/2014	06/30/2015	DDD Companion Home Resid Eval	Angel Vasilev	1535-43780		07/01/2015	06/30/2019	RCS Community Residential Service Evaluations	Melissa Diebert	1535-43780	01	07/01/2018	06/30/2019	RCS Community Residential Service Evaluations	Melissa Diebert	1535-43783		07/01/2015	06/30/2019	DDD Companion Home Evaluations	Melissa Diebert	1631-62914		04/15/2016	06/30/2019	Evaluator Services Overnight Planned Respite	Melissa Diebert
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	1731-10498	07/01/2017	06/30/2019	Dispute Resolution Services	Sherry Johnson
	1935-59944	07/01/2019	06/30/2024	DDA Evaluator Services	Melissa Diebert
	1935-59944 01	07/01/2022	06/30/2024	DDA Evaluator Services	Lori Gianetto-Bare
	1935-59944 02	02/01/2024	06/30/2024	DDA Evaluator Services	Lori Gianetto-Bare
	1935-59945	07/01/2019	06/30/2024	RCS Community Residential Service Evaluations	Melissa Diebert
	1935-59945 01	07/01/2022	06/30/2024	RCS Community Residential Service Evaluations	Lori Redford
H	<p>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.</p> <p>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 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.</p>				
	ANSWER: NONE				
I	<p>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.</p>				
	ANSWER: NO				
J	<p>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</p>				

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	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 ALTSA/RCS or DDA?
	ANSWER Yes or No: NO relationship with any DDA provider I would be evaluating.
L	<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>ANSWER: <b>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>



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	AND/OR list below the specific County or Counties where Bidder is offering its services:	
	_____	_____
	_____	_____
<b>M</b>	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.	
	ANSWER: 173 hours = Full time	
<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>	<b>5</b>
	ANSWER: No. There will not be any employees except myself.	
<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>	<b>5</b>
	ANSWER: YES	
<b>4</b>	<b>BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS</b>	MAXIMUM TOTAL POINTS
EO	Are you a Certified Washington Veteran-Owned Business as defined under <b>RCW 43.60A.190</b> ?	<b>5</b>

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According to **Chapter 43.60A.190 RCW**, to qualify as a Certified Washington Veteran-Owned Business, Bidder must meet Four (4) requirements:

- a. *51% Ownership. Bidder must be at least fifty-one percent (51%) owned and controlled by:*
  - 1. *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;*
  - 2. *A person who is in receipt of disability compensation or pension from the department of veteran's affairs; or*
  - 3. *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.*
- b. *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.*
- c. *WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington's Electronic Business Solution ([WEBS](#)).*
- d. *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 ([WDVA – Veteran-Owned Businesses](#)).*

ANSWER: NO

**(Continued on following page)**

**SECTION 4 BIDDER WRITTEN RESPONSE**

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<b>Bidder Name:</b>	
<b>4</b>	<p><b>BIDDER WRITTEN MATERIALS RESPONSE SCORE</b></p> <p>Attachment B Bidder Submission Letter (Required): 300 Possible Points</p> <p>Attachment D, Section 4 of Bidder Written Response (Required): 700 Possible Points</p> <p><b>(Maximum Written Materials Points: 1,000 Total Possible Points)</b></p>
A	<p>(NOT SCORED)</p> <p>Provide the names of Bidder's Proposed Residential Evaluator(s) in the space below. For each name provided, please state whether the individual has:</p> <ul style="list-style-type: none"> <li>• A master's degree in any of the following fields (state the degree that was earned): <ul style="list-style-type: none"> <li>○ Social Services,</li> <li>○ Human Services,</li> <li>○ Behavioral Sciences,</li> <li>○ Criminal Law/Justice,</li> <li>○ Public Administration, or</li> <li>○ Specify an allied field in which the Proposed Residential Evaluator has earned a master's degree;</li> </ul> <p style="text-align: center;"><b>OR</b></p> </li> <li>• A bachelor's degree <b>and</b> two years of social service experience in any of the following fields (state the degree that was earned and the experience being claimed): <ul style="list-style-type: none"> <li>○ Social Services,</li> <li>○ Human Services,</li> <li>○ Behavioral Sciences,</li> <li>○ Criminal Law/Justice,</li> <li>○ Public Administration, or</li> <li>○ Specify an allied field in which the Proposed Residential Evaluator has earned a bachelor's degree;</li> </ul> <p style="text-align: center;"><b>OR</b></p> </li> <li>• Has <b>five years</b> of Social Services work experience, which includes a combination of the following professional experience (state the professional experience being claimed):</li> </ul>

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	<ul style="list-style-type: none"> <li>○ working in the community with individuals with intellectual and/or developmental disabilities;</li> <li>○ evaluating and/or auditing community settings serving individuals with developmental disabilities and interviewing clients in those settings; and/or</li> <li>○ conducting assessments, planning and monitoring services for individuals with intellectual or developmental disabilities.</li> </ul> <p><b>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.</b></p>
	<p>ANSWER: Karen Ritter has a Master of Social Work Degree and 42 years of experience working with people with developmental disabilities.</p>
B	<p>(HIGHEST INDIVIDUAL and AVERAGE SCORE POSSIBLE: 700 POINTS). 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> <p><b>NOTE:</b> <b>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.</b></p>

Competitive Solicitation RFQQ #2434-846  
Attachment D, Bidder Response Form  
Bidder Name Karen Ritter

	<i>ANSWER: None required. Please see attach required resume, and ensure they are clearly marked as being responsive to Question 4.B in Attachment D.</i>

**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:  
  
Not Applicable
  
6. Please provide a description of your firm's planned efforts at outreach to the small and diverse business community:

To maintain a vibrant local economy in my neighborhood I have always shopped locally at the Paper Source, Greenwood Hardware, Morgans Plumbing, Sip & Ship post office, Fred Meyer, and Tony's garage. When traveling throughout the state I utilize local (non-chain) hotels and restaurants.

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

Subcontractor	Project	Year	Percentage
There is not enough money in the contract to subcontract.			

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

Do not let contracts.

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

Do not subcontract.

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

Sole proprietor – no employees

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: Karen Ritter

12.2 Phone: 206-478-1899

12.3 E-Mail: karenritter96@msn.com

13. Please identify the list of potential diverse subcontractors

13.1 Do not subcontract.

13.2

13.3

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: *Karen Ritter*

Title: Owner

Organization Name: Karen Ritter, Sole Proprietor

Date: 05/01/2024

Place Signed (City, State): Seattle. WA

**Karen Ritter**  
**Attachment D 4.B.**

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6746 Cleopatra PL NW  
[karenritter96@msn.com](mailto:karenritter96@msn.com)  
Seattle, Washington 98117

(206) 478-1899

**SUMMARY OF QUALIFICATIONS**

- Worked and volunteered for 42 years with people with developmental disabilities including 13 years providing residential supports to adults with community protection issues.
- Thorough knowledge of Developmental Disability Administration (DDA) Programs and the philosophy of community and facility based residential instruction and support services for people with developmental disabilities.
- Extensive experience in developing, coordinating, delivering, and evaluating supports and services to adults and children with developmental disabilities.
- Thorough knowledge of the principles and practices of DDA Guiding Values.
- Compliance expertise with county, state and federal policy and regulations
- Ability to establish and maintain effective relationships with a wide variety of individuals, families, governmental entities, businesses, and decision-making entities.
- Proficiency in Microsoft Word, Outlook Email and Calendar, Teams, and Excel, including proficiency in use of formatting tools, track changes features, adherence to margin and spacing guidelines and use of thesaurus, spell check and grammar check tools. Also proficient with ADOBE and converting WORD to PDF. Able to utilize DDA's Comprehensive Assessment Reporting and Evaluation application, Therap (SOLA), and Perceptive Content application.

**COMMITTEES AND MEMBERSHIPS**

Community Residential Service Association - CRSA, 2004-2019  
Community Protection Providers Association – Founding Member  
People First of Washington – Chapter Advisor, 1982 – Present

**EDUCATION**

Master of Social Work – Human Services Management, University of Missouri, 1981  
Bachelor of Social Work – Public Policy, University of Missouri, 1982

## PROFESSIONAL EXPERIENCE

Karen Ritter, Sole Proprietor, Seattle, Washington

**Owner** 4/13/2011 – Present

- Contract with ALISA Residential Care Services (RCS) to evaluate Supportive Living Programs (SLP), Group Homes, and Group Training Homes using WAC 388-101, WAC 388-101D, Washington Administrative Codes's, Revised Codes of Washington, federal laws, local codes, and RCS Operating Principles Procedures (OPP).
  - Participated in the development of the SLP evaluation tools in 2018 and 2023.
  - Represented the Community Residential Service Association in the 2008 Washington Administrative Code rewrite of chapter 388-101.
  - Developed an independent exit script to ensure providers questions were answered during the exit and all requirements of RCS OPP's exit were met.
  - Utilizing 39 years of experience of caring for client homes followed RCS's "Home Environment and Safety Worksheet" at hundreds of client homes to ensure client safety.
  - Interviewed clients, family/legal representatives, and staff to better understand client support needs and whether provider was meeting client needs as part of a certification evaluation.
  - Observed the clients home for restrictive procedures.
  - Reviewed financial records for possible mismanagement of client funds.
  - Reviewed client medications, medication records, medical appointments, and labs to ensure doctor recommendations were followed for client safety.
  - Able to review staff records to ensure staff were appropriately trained to work with clients and meet state requirements.
  - As an evaluator I have presented at exit conferences as either the lead in the meeting or as a contributing member of the team. Responsibilities included keeping the provider aware of deficient practices and findings during the evaluation process and at the conclusion of the evaluation.
  - Coordinated team evaluations assigned by RCS including co-writing and submission of final Statement of Deficiencies (SOD) approved by RCS.
  - Utilizing RCS evaluation tools, I have completed over 500 SLP certifications evaluations and follow-up reviews of plan of corrections to the satisfaction of RCS.
- Contract with Developmental Disabilities Administration (DDA) to evaluate Companion Homes, Alternative Living Services, Emergency Transitional Support Services, Overnight Planned Respite, State Operated Living Alternatives for Children, Intensive Habilitation Services and Stabilization Assessment and Intervention Facility's utilizing the different Washington Administrative Codes's, Revised Codes of Washington, and policies associated with the programs.
  - Worked with DDA on an ongoing basis in the development of all program evaluation tools.

- Utilizing DDA evaluation tools have completed several hundred evaluations of either Alternative Living, Companion Home, Intensive Habilitation Services, Overnight Planned Respite Stabilization Assessment and Intervention Facility, Emergency Transitional Support Services or State Operated Living Alternatives for Children to the satisfaction of DDA.
- Interviewed clients, family/legal representatives, and staff to better understand client support needs and whether provider was meeting client needs.
- Developed an unofficial pre-evaluation interview for DDA Resource Manager for Companion Home providers to ensure knowledge of any existing issues and to familiarize myself with the provider.
- Using 39 years of responsibility for the care of client home followed evaluation tool guideline to determine if safety requirements were being met in the home.
- Reviewed financial records for possible mismanagement of client funds.
- Observed the clients home for possible restrictive procedures.
- Reviewed client medications, medication records, appointments, labs to ensure doctor recommendations were followed for client safety.
- Able to review staff records to ensure staff were appropriately trained to work with clients and meet state requirements.
- Evaluated program within large Residential Habilitation Center involving multiple departments and external partners.
- As an evaluator I have presented at exit conferences informing the provider and DDA of findings found during the evaluation process.
- Familiar with WAC 388-829C (CH), WAC 388-829A (AL), WAC 388-829Z (ETSS), WAC 388-829R (OPRS), WAC 388-847 (SAIF), WAC 388-826 (Child SOLA) as well as all DDA policies pertinent to the programs.

Seattle Public Schools (SPS), Seattle, Washington

**Substitute Special Education Staff** 4/2013 – Present

- Work with special education students in self-contained classrooms, 1:1 or within a general education classroom.
- Have worked with special education students in all grades from preschool (3 years) through high school (21 years) in differing program models from Distinct (maximum support) to Resource Room (minimum supports) including special education students where English is their second language.
- Collected Individual Education Plan (IEP) goal data as instructed by the special education teacher.
- Made recommendations for goal revisions based on goal data progress.
- Reviewed and implemented behavior intervention programs as outlined in the student's IEP.
- Worked with the City of Seattle Department of Transportation to install a 4-way stop at the corner of North Beach Elementary to slow traffic down near the school.

Ambitions of Washington, Seattle, Washington

**State Administrator/Regional Administrator**, 1998 – 2011

- Administrator of eight Supportive Living Programs' (SLP) across the state in Omak, Yakima, Tacoma, Wenatchee, Moses Lake, Omak, Kennewick, King County and Spokane providing residential supports to over 275 developmentally disabled children and adults.
- Responsible for providing supports and supervision to 75 individuals with Community Protection needs and/or severe behavioral or mental health needs.
- Started the Community Protection Providers Association to improve supports to individuals with community protection needs across the state.
- Utilized and maintained participant database to track programmatic goals to ensure client support met client needs and goals were changed when clients met their goals.
- Developed abuse/neglect investigation tool.
- Experienced in completing abuse/neglect investigations of staff and interviewing witnesses when the Complaint Resolution Unit was called for an allegation. Each investigation required an individual approach to determine whether abuse or neglect had occurred. Prior to the start of the investigation the situation needed to be assessed to determine whether any risk remained (protect client), or the safety of other clients was in imminent. The investigation included preserving any evidence, notifying law enforcement if a crime had possibly been committed, notifying legal representatives/family, and notifying Developmental Disabilities Administration (DDA). A plan of action was completed ensuring preventive measures in the future.
- Participated in the development of DDA's 40-hour training manual for support staff to learn about providing supports to individuals with developmental disabilities.
- Ensured communication between clients, families, DDA, Social Security, medical professionals, and other community organizations was maintained.
- Conducted meetings involving individuals with developmental disabilities and their support group to communicate Person-Centered Service Plans, resource development and plan implementation.
- Developed Plans of Corrections and ensured compliance in all eight programs after certification evaluations.
- Completed internal audit tool for evaluating SLP with WAC, DDA policy and contract.
- Completed semi- annual evaluation of client programs for compliance with WAC and DDA policy as well as client support needs and home safety. {Evaluation tools described below}
- Updated evaluation tools to include home safety precautions for individuals who committed sexual offenses and arson.
- Developed a Licensed Staff Residential Children's home in Kennewick with a contract with the Children's Administration and in Tacoma with a contract with the DDA serving developmentally disabled children with severe behavioral needs.
- Supervised and advocated for two community employment programs in Benton/Franklin & Chelan/Douglas Counties.

- Developed programmatic policy manual and procedure manual for SLP, Community Protection Program, Children's Program and Employment Programs.
- Developed Human Resource policies and procedures and participated in the management of over 900 employees.
- Conference Presentations:
  - Valued Lives Conference 2008
  - RCS 2008 Training on WAC 388-101
  - DDA Community Protection Conference 2003, 2004, and 2008,
  - Valued Lives Conference 2007
  - PTSD Training
  - National Association of Dev. Dis. Conference 2005 & 2006
  - Community Living Conference 2004
  - DD Sex Offender Issues 2004
  - Changing Inappropriate Behaviors 2004
  - WA Association of the Treatment of Sex Offenders Conference 2004
  - DDA Residential Conference 2003 and 2006
  - Behavioral Health Conference 2003
  - DDA Employment Conference 2000, 2001, and 2003
  - Respecting Rights, Supporting Choices Conference 2003
  - DDA Conference on Community 2000

Evergreen Tenant Support (currently called Res Care), Tukwila, Washington

**Program Manager** 1989 – 1998

- Managed a 24-hour direct support apartment and single household Supportive Living Program (SLP) for individuals with developmental disabilities.
- Managed daily operations of the SLP including SLP hour's budget (DDA contract) and personal financial accounts of individuals following DDA Policy and WAC 388-101D.
- Using WAC 388-101D and DDA Policies created:
  - Client Home Safety Checklist used as a monthly checklist to ensure that the client's homes were clean, safe and in good repair.
  - House Quality Assurance (QA) Checklist used twice a year to ensure that the home and furnishings were in good repair and that acquired items were on the property record.
  - Client Notebook QA Checklist used twice a year to ensure client record at the home contained needed support information utilized by the staff.
  - Client Main File QA Checklist used twice a year to ensure WAC and DDA policy and the client's needs were met.
  - Corrections were made once the assessment was complete to ensure client safety.
- Developed Individual Instructions and Support Plans based on the DDA Individual Support Plan (Person Centered Service Plan) to facilitate the client's ability to function independently in the community.
- Developed, implemented, and evaluated Behavior Management Plans for clients.
- Participated in the development of Nurse Delegation from the laws inception.

- Presented information at weekly staff meetings held to keep staff informed of changes, set goals for the upcoming week and to be used as an opportunity for my staff to let me know more about what was going on in the lives of the clients we served. Facilitated planning meetings with program participants and their support team to clarify the individual's personal vision, goals and client supports.
- Served as liaison and advocate between individuals, employers, and medical providers.
- Developed new residential programs in the community for individuals with developmental disabilities moving from facilities for people developmental disabilities and mental health concerns.
- Provided training and supervision of professional and support staff needed to ensure participant supports were provided.
- Prepared narrative reports on services provided in relation to contracts.

People First of Washington, Tacoma, Washington

**Executive Director**, 1986-1989

- Coordinated statewide self-advocacy activities for 500 youth and adults with developmental disabilities.
- Regional conference planner for 35 chapters across the state.
- Responsibilities included fundraising, grant writing, creation of training materials, making presentations, supervision of regional coordinators and organizing the state-wide self-advocate conference in various locations across the State for over 350 people with developmental disabilities.
- Provided training and support to people with developmental disabilities to learn to advocate for their rights.
- Materials developed included easy to read and picture oriented "Participating in Your Person-Centered Service Plan," and "What we want from Employment Programs," and a quarterly newsletter showcasing various members' individual and local chapter achievements utilizing their newfound advocacy skills.
- Experience communicating with members who utilized communication systems such as Picture Exchange Communication, sign language, word spelling with a letter board, handwritten notes, Augmentative and Alternative Communication devices, as well as learning to communicate with members with dysarthric speech and the Deaf or hard of hearing.
- Supported people with developmental disabilities to participate on the Developmental Disabilities Planning Council, Disabilities Rights Washington, and local County Developmental Disabilities Boards.
- Presented as the keynote speaker at:
  - DDA Residential Conference 1986, 1987, 1988, 1989
  - DDA Employment Conference 1986, 1987, 1988, 1989
  - Participated in the planning of the National People First Convention in London, England



Bellevue Center (ICF/ID), Bellevue, Washington 9/1982 – 9/1986

**Director of Social Services and Qualified Intellectual Disability Professional (QIID)**

- Directed admissions and discharge planning at a 107-person facility based residential program for adults with developmental disabilities (predominantly people with physical disabilities).
- Understood and followed Title 19 Federal laws regarding ICF/ID with regards to program requirements for both positions.
- Using the Federal guideline created an evaluation tool and evaluated the Interdisciplinary Team comprised of social services, occupational therapy, physical therapy, recreational therapy, and nursing in the development of the Individual Habilitation Plan (IHP) and individualized programs for the developmentally disabled clients to ensure supports needed by the client were in the plan and carried out. When issues were found corrections would be made.
- Reviewed IHP data to ensure supports met residents needs and goals were revised if needed.
- As the Director of Social Services met monthly with the parents and/or legal representatives of the people with developmental disabilities who lived in the program. The was goal was to keep the parents and/or legal representatives informed of changes in the programing and to give them an opportunity to ask questions about any concerns they may have about the program.
- Social Summaries were completed to create an effective and useable tool that embodied both a historical and present perspective of the client. As part of developing the summary individuals were interviewed who were involved in the developmentally disabled person's life both in the past and present. These interviews would include the person, family, friends, day program providers, school programs, medical professionals, therapists, and others who have been involved in the person's life. Interviews were made in person, over the phone and through a thorough records review. Information would be gathered, checked for accuracy, and compiled into a written report which became a part of the Individual Habilitation Plan and the permanent record for the client and presented at the IHP meeting.
- Supported residents to learn to self-advocate as the People First Chapter Advisor.

**REFERENCES**

- Deirdre Farrison, Ambitions of Washington, 6020 Main St. SW Suite F, Lakewood, WA 98336 [d.farrison@ambitions.org](mailto:d.farrison@ambitions.org), 253-362-0665
- Nicole Vreeland, LTC Allied QI Specialist, 4500 – 10<sup>th</sup> Ave SE, MS: 45600, Lacey, WA 98504 [nicole.vreeland@dshs.wa.gov](mailto:nicole.vreeland@dshs.wa.gov), 564-999-0393
- Sarah Bradley, North Beach Elementary, 9018 – 24<sup>th</sup> Ave NW, Seattle, WA 98117 [sbbradley@seattleschools.org](mailto:sbbradley@seattleschools.org), 206-252-1510