



**REQUEST FOR PROPOSALS  
LEGAL COUNSEL FOR LONG-TERM CARE PROGRAM  
TIER 1: CENTRAL SCREENING AND CASE ASSIGNMENT**

The Washington State Office of Civil Legal Aid (OCLA) seeks proposals from qualified organizations and individuals to provide direct representation to long-term care residents facing discharge and transfer. This work will be part of OCLA's Legal Counsel for Long-Term Care Program. Funding for successful applicants will be available starting in November 2025, with services scheduled to begin January 5, 2026

**Program Overview**

The Washington State Office of Civil Legal Aid (OCLA) seeks proposals from qualified organizations to serve as the Tier 1 Central Screening and Case Assignment provider under the Legal Counsel for Long-Term Care Program. This contractor will operate a statewide intake and screening hub, determine client eligibility, perform initial conflict checks, and assign cases to Tier 2 attorneys for legal representation.<sup>1</sup> The program protects Medicaid-eligible residents of adult family homes (AFHs), assisted living facilities (ALFs), and enhanced services facilities (ESFs) facing discharge or transfer.

Initially, eligible clients will be those receiving Medicaid and residing (or recently discharged from) the three facility types listed above, consistent with upcoming rule change.<sup>2</sup> Residents will be assigned attorneys for legal representation based on certain priority criteria and subject to available capacity. Legal representation will focus on physical residency and support the resident to remain in the facility, transfer to another facility meeting their needs, or otherwise transition in a safe and orderly manner subject to state law. Additional information is available on [OCLA's website](#).

OCLA's Legal Counsel for Long-Term Care Program aims to:

- Ensure that residents have a meaningful opportunity to assert their rights before removal and when unlawful removal has occurred
- Prevent unsafe discharges or unlawful discharges
- Promote safe and orderly transitions as required by RCW 71.129.110(6)
- Increase equity and access to legal advocacy statewide.

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<sup>1</sup> OCLA will publish a Request for Proposals for Tier 2 service contracts separately. It is anticipated that Tier 2 services may be provided by the Tier 1 provider, a different provider, or a combination of each.

<sup>2</sup> [WSR 25-11-012](#)

## **Scope of Work for Tier 1 Contractor**

The Tier 1 Contractor will:

- Establish and operate a centralized intake line staffed by trained intake professionals
  - Work with OCLA to develop call-routing and screening procedures based on expected call volume and promoting access for long-term care residents.
  - Ensure sufficient supervision for accurate, trauma-informed intake services.
- Screen and triage callers based on eligibility and priority criteria developed in consultation with OCLA.
  - Criteria for referrals may change based on the availability of Tier 2 providers; Tier 1 staff must be able to adapt and implement changes as they occur
- Perform initial conflict checks before referral.
- Collect sufficient client information to create a case file and support effective transfer to Tier 2 providers.
- Refer cases to Tier 2 providers.
  - Work with OCLA to develop a system for assigning cases to Tier 2 providers based on rotating capacity
- Provide alternative resource referrals for residents who are not eligible for services under this program, or when the program is at capacity.
- Maintain secure, confidential data systems according to state law, applicable Rules of Professional Conduct, and best practices.
- Provide monthly reports and coordinate closely with OCLA on program metrics and tracked outcomes.
- Provide OCLA with call and referral data in a format that supports its interagency agreements and Medicaid reimbursement invoicing requirements.
- Participate in program evaluation and improvement efforts.

## **Funding Available**

OCLA anticipates awarding a single biennial contract for Tier 1 services, covering the period from November 2025 through June 2027, with a total of \$1,100,000 in available funding:

- \$550,000 for FY 2026 (November 2025 – June 2026)
- \$550,000 for FY 2027 (July 2026 – June 2027)

Continued funding beyond FY 2027 is anticipated, contingent on satisfactory performance and the absence of operational or compliance issues. Competitive contracting processes may still be

required. Future Tier I funding increases depend on state appropriations, and staffing or resource adjustments may be needed as service volumes and client needs evolve.

Applicants must describe how they propose to allocate the available funds across staffing and operations to fulfill the responsibilities outlined in this RFP. Funding in FY 2026 may also be used for technology or infrastructure improvements necessary to support ongoing service delivery.

OCLA will provide key training before program launch, along with ongoing training opportunities to support contractor performance and program goals.

Applicants should be aware that staffing and resource adjustments may be necessary as actual call volume and client needs become clearer over time.

### **Minimum organizational Criteria**

Applicants must demonstrate:

- At least three years of experience operating statewide intake or referral systems.
- A current or proposed staffing structure capable of meeting the scope of work outlined above, including the capacity to manage 150–200 potential calls per month, operate consistently during regular business hours, and respond promptly to urgent referrals.
  - Staffing plans should also include appropriate supervision to ensure intake workers are supported in making accurate eligibility assessments and fact-specific determinations, consistent with OCLA’s established priorities.
- Sufficient internal expertise in the area of Long-Term Care and Medicaid to train intake workers to understand and identify key issues
- Current or proposed use of a secure case management system that meets OCLA’s reporting requirements and supports electronic transfer of case referrals (e.g., LegalServer), along with call center or similar technology to efficiently route and manage calls across multiple screeners or intake staff.
- Robust procedures for confidentiality, data protection, and conflict management.
- Fiscal stability and capacity to manage state-funded contracts.
- Eligible to contract with the State of Washington
- Must not have been debarred from contracting with the federal government in the past five years.

### **Proposal Priorities**

Once minimum eligibility is established based on the organizational criteria above, proposals will be reviewed and prioritized based on the following factors:

- Demonstrated experience and capacity to achieve the objectives outlined in the Scope of Work, including effective intake and referral operations, systems for eligibility screening, conflict checks, case and outcome tracking, and responsiveness to client needs.
- Strong commitment to collaboration and adaptability, including a demonstrated ability and eagerness to work closely with OCLA and Tier 2 providers to build and refine intake and referral systems. Priority will be given to programs that value partnership, approach systems-building as a shared effort, and are prepared to adjust priorities and practices as more is learned about resident needs, service volume, and program assumptions.
- Supervisory model that includes attorneys or other trained legal professionals, with preference for proposals that include flexibility to expand services (e.g., legal advice) as funding permits.
- Commitment to race equity and trauma-informed service delivery, aligned with OCLA's Race Equity and Justice Statement of Purpose, and reflected in hiring practices, training, and service delivery design.

## **Application Process**

Applicants must submit the following materials as part of their proposal:

### **Section 1 – Narrative Proposal** (*maximum 5 pages*) Please include the following elements:

- **Introduction and Organizational Purpose**  
A brief overview of the organization's mission, history, and relevance to the goals of this RFP.
- **Leadership and Staffing Plan**  
A list of the organization's leadership and key personnel, along with the proposed staffing structure for this project. Include roles, responsibilities, and anticipated supervision structure
- **Project Narrative**  
A detailed description of how the organization intends to carry out the Scope of Work, including how it meets the Minimum Organizational Criteria. This section should also describe any planned technology or infrastructure improvements necessary to support service delivery.

### **Section 2 – Budget** (*please use the attached budget template*)

- A 20-month budget covering FY 2026 and FY 2027, using the provided template. The maximum available in each fiscal year is \$550,000.

- Include salary ranges for any position that will be fully or partially funded through this contract.
- A brief budget narrative is encouraged to explain major line items, assumptions, or one-time costs (such as infrastructure investments).

### **Submission Instructions and Review**

Proposals must be submitted electronically by **September 10, 2025**, to:

- **RFP Coordinator:** Max Kauffman – max.kauffman@ocla.wa.gov
- **CC:** Sean Hendrickson – sean.hendrickson@ocla.wa.gov

Due to the required service start date of January 5, 2026, this RFP process will operate on an accelerated review schedule. All reviews and scoring will be conducted by OCLA, with selections made based on the priorities outlined in this RFP. OCLA reserves the right to select applicants it determines to be best suited to meet program needs and to serve the interests of the State of Washington.

The submission deadline is **September 10, 2025, at 5:00 p.m. Pacific Time**. Immediately following the deadline, OCLA will begin reviewing and scoring all proposals. Applicants will be notified of the results no later than September 24, 2025. During the review period, OCLA may contact applicants to request additional information or clarification if needed. Successful applicants proposing to hire additional staff will be authorized by OCLA to begin posting positions and recruiting in October 2025, even though funding will not be available until November 1, 2025. Final contract terms, including staffing and service delivery details, will be negotiated with OCLA prior to the service start date.

### **Questions and Pre-Proposal Conference**

Any questions regarding this RFP may be submitted in writing to the RFP Coordinator. A pre-proposal Zoom conference will be held on **August 27, 2025 at 1:00 PM** to ask questions and gain further clarification on the application process. Participation is encouraged, but optional. The Zoom link and meeting details are provided [here](#) and will be available on OCLA's website. Answers to written questions will be posted publicly.

### **Implementation Schedule**

- August 2025—RFP released
- September 2025 – Contractors selected
- October 2025—Contracts Finalized, Initial Recruitment Authorized (if applicable)
- November 1, 2025 – Funding Available
- November/December 2025—Hiring and Training (as needed)

- January 5, 2026—Client services begin

OCLA reserves the right to revise this RFP, or to decline to issue an award and issue a new RFP, if it determines in its sole discretion that insufficiently responsive proposals were submitted; there is a change in funding; or there are other changes in circumstances warranting withdrawal or revision.