

# APPENDIX D

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### RFA 36-21 Statewide Civil Legal Services Program

#### *Key Personnel Reference Questionnaire*

The Pennsylvania Department of Human Services (DHS) has identified Key Personnel for RFA 36-21 - Statewide Civil Legal Services Program. You have been identified as a reference for an individual proposed in the RFA. As such, we are requesting you complete the attached questionnaire.

#### **Definitions:**

- “Applicant”:** The entity submitting an application in response to RFA 36-21
- “Sub-contractor”:** An entity included in the Applicant’s application to whom the Applicant intends to sub-contract
- “Key Personnel”:** For purposes of RFA 36-21, Key Personnel are Chief Executive Officer or Executive Director, Grants or Program Manager, and Controller or Financial Manager.
- “Reference”:** The entity providing the reference information

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Statewide Civil Legal Services Program**

***Key Personnel Reference Questionnaire***

**The Pennsylvania Department of Human Services appreciates your participation**

*Your specific responses and comments will be held in strictest confidence*

Applicant/Sub-contractor Organization where the Key Personnel Individual is/was employed:

Applicant/Sub-contractor's Key Personnel Individual about whom this information is provided:

Reference Organization:

Reference Contact Name & Title:

Reference Contact Signature:

Date:

How long has this individual had a Business Relationship with the Reference Organization?

Describe the Program Objectives.

Describe this individual's role in the program, the nature of the work this individual completed, and his/her total estimated hours worked on behalf of the Reference Organization.

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<b>Rating Guideline</b>	
<b>Rating</b>	<b>Description</b>
10, 9	Excellent
8, 7	Very Good
6, 5	Good
4, 3	Fair
2, 1	Poor

**Please Rate this Individual's Performance in the Following Areas**

**Circle the Applicable Rating**

**Please explain ratings of 1, 2 or N/A in the Comments section below.**

<b>Area</b>	<b>Rating</b>	
1. Proficiency in Managing a Large Implementation Project	10 9 8 7 6 5 4 3 2 1	N/A
2. Proficiency in Problem Identification and Resolution	10 9 8 7 6 5 4 3 2 1	N/A
3. Proficiency in Work Plan Development	10 9 8 7 6 5 4 3 2 1	N/A
4. Ability to Work with Staff Members from his/her Own Organization	10 9 8 7 6 5 4 3 2 1	N/A
5. Ability to Work with Your Management Team	10 9 8 7 6 5 4 3 2 1	N/A
6. Ability to Work with Your Organization's Staff	10 9 8 7 6 5 4 3 2 1	N/A
7. Written Communication Skills	10 9 8 7 6 5 4 3 2 1	N/A
8. Verbal Communication Skills	10 9 8 7 6 5 4 3 2 1	N/A
9. Ability to accept and complete new assignments	10 9 8 7 6 5 4 3 2 1	N/A
10. Ability to Accept Changes in Direction or Assignments	10 9 8 7 6 5 4 3 2 1	N/A
11. Flexibility and Ease to Work with when Accepting Direction	10 9 8 7 6 5 4 3 2 1	N/A
12. Adherence to Established Procedures, Policies, and Methodologies	10 9 8 7 6 5 4 3 2 1	N/A
13. Initiative with respect to degree of direction/monitoring required	10 9 8 7 6 5 4 3 2 1	N/A
14. How successful is/was this individual in accomplishing assigned projects?	10 9 8 7 6 5 4 3 2 1	N/A

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<b>Area</b>	<b>Rating</b>	
15. How would you rate this individual on their ability to accurately and timely submit reports?	10 9 8 7 6 5 4 3 2 1	N/A
16. How successful is/was this individual in Completing Your Program Requirements in prescribed timeframes?	10 9 8 7 6 5 4 3 2 1	N/A
17. How would you rate this individual's ability to manage risks and issues?	10 9 8 7 6 5 4 3 2 1	N/A
18. How successful is/was this individual in approaching the work in a well-organized and logical manner?	10 9 8 7 6 5 4 3 2 1	N/A
19. Individual's overall performance	10 9 8 7 6 5 4 3 2 1	N/A
20. Would you recommend this Individual to another agency or company? (10 = absolutely would; 1 = absolutely would not)	10 9 8 7 6 5 4 3 2 1	N/A
21. Would you accept this Individual to work on future Contracts/Projects with your Organization? (10 = absolutely would; 1 = absolutely would not)	10 9 8 7 6 5 4 3 2 1	N/A

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1) Please explain ratings of 1, 2 or N/A (Indicate the number of each of the areas on which you are commenting);

2) Any Other Comments: