

Contract Redesign

Shifting dollars to create more equitable sense.

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Human Services

Public Health, Behavioral Health

Project members:

- Leah Kaiser, Senior Department Administrator
- ToiJya Holyfield, IRTS Program Manager
(Intensive Residential Treatment Services)
- Martin Marty, Employment Services Program Manager
- Jessica Giordano, Planning and Analysis Manager
- Jocelyn McQuirter, Principal Planning Analyst



Project aim:

Create a more equitable Vendor Selection/Request for Proposal (RFP) process driven by:

- Racial Equity Impact Tool
- CLAS Standards
(Culturally and Linguistically Appropriate Services)



Behavioral Health Vendor Selection/RFP Focus Areas

Funded through AMHI

- **Employment Services**
Support to maintain competitive employment in the community
- **Intensive Residential Treatment Services (IRTS)**
Psychiatric stability, personal and emotional adjustment, self-sufficiency, and skills to live in a more independent setting.

Brass Codes:

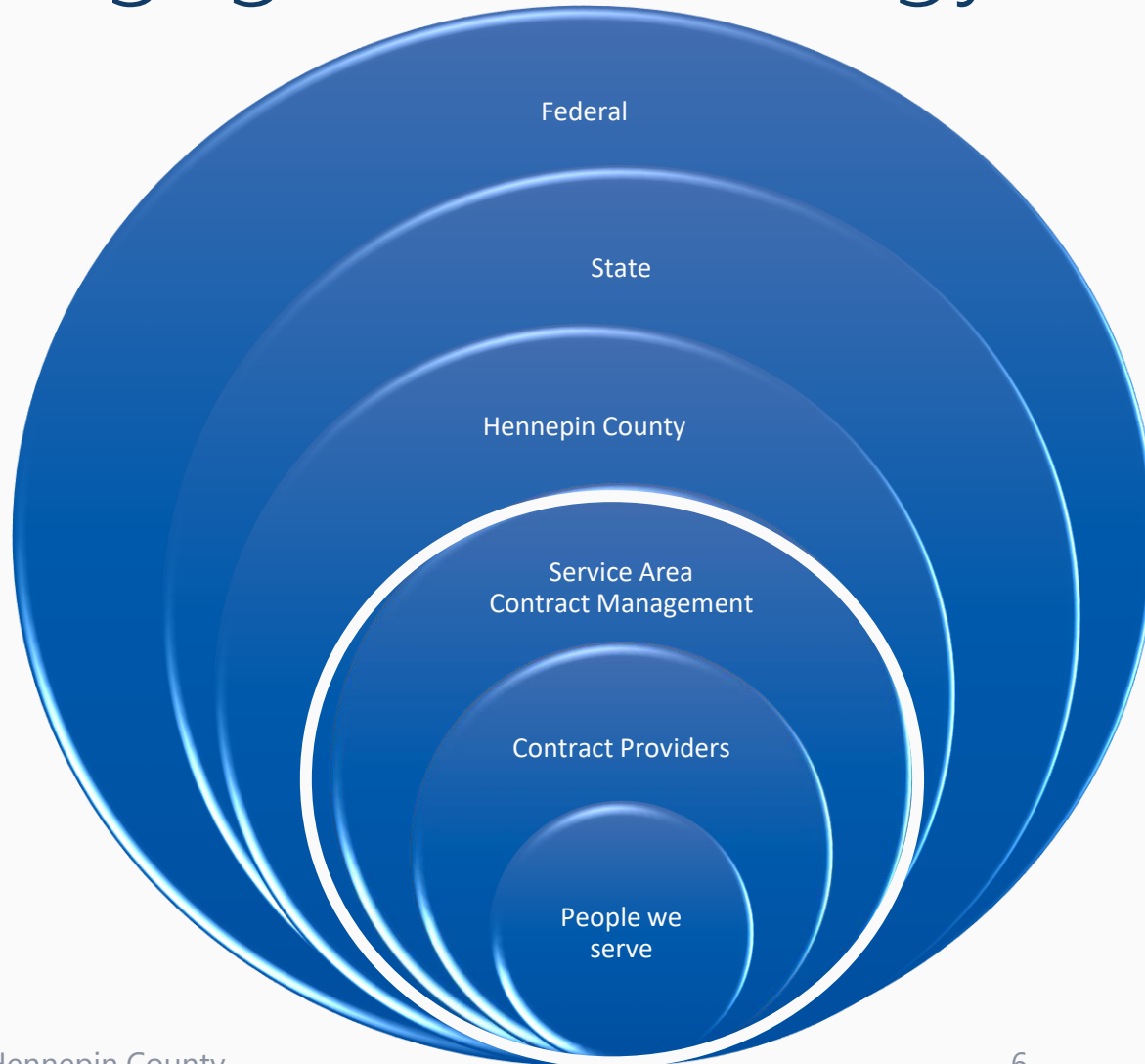
437x Supported Employment and Individualized Placement and Support Service

474x Intensive Residential Treatment Services (IRTS)

Approach

- Data and research
- Process Map
- Community engagement
- Learnings and Recommendations
- Planning for next RFP cycle

Engagement strategy



- Employment (3)
- IRTS (7)

Provider approach:

- Positional leadership
N=18
- Direct care staff
N=14
- Service recipients
Est. N= 40

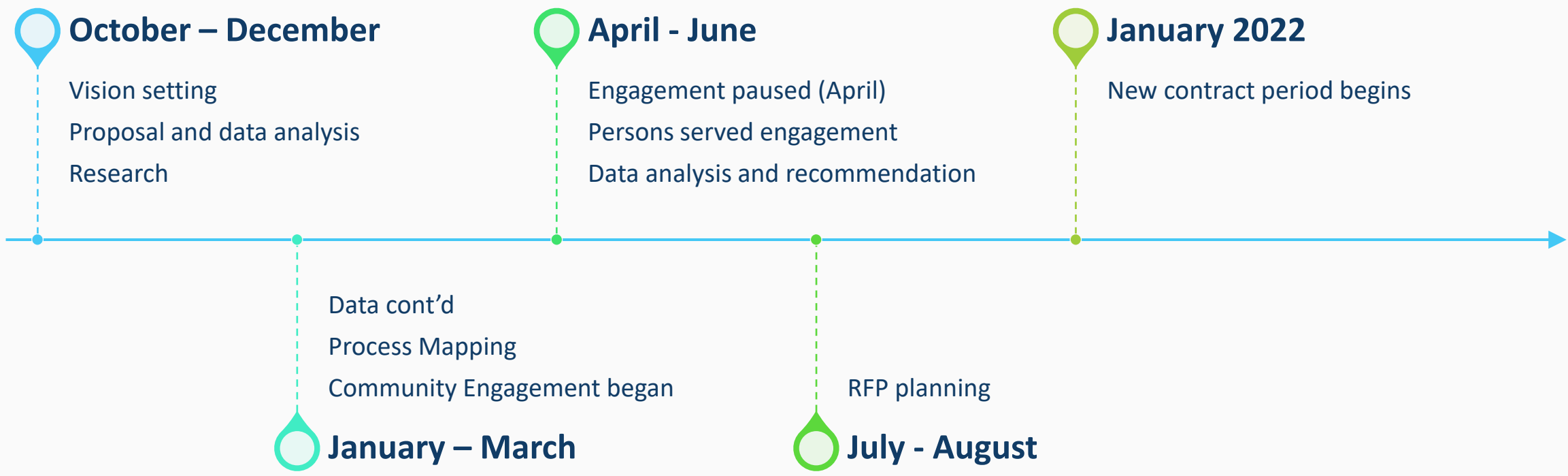
Progress so far

- Concurrent research and engagement with Humphrey School of Public Health
- Service provider listening sessions with leaders and direct care staff)
 - Uncovered organization challenges to being culturally and linguistically successful.
- Persons served engagement survey (mid-May)
 - Incentive-based and directed to understand service experience and gaps.

Learnings so far

- Know the internal process first.
 - RFP limitations, gaps, and opportunities
- Leveraged key resource: Contract Management.
 - Historical context on legacy contracts and spending
- Build better record keeping and performance data as ongoing aims.

Project Timeline



Thank you! Questions?