

Supplier Diversity Inclusion Plan • Fiscal Year 2018

Agency: Department of Social and Health Services

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Agency's plan to increase participation of certified small minority, women, and veteran owned firms:

Strategy 1: Provide understandable metrics, in chart form, so that DSHS can track progress and inform discretionary spending in public works/government contracts in order to maximize opportunities to select diverse businesses.

This will be achieved by:

- Improving internal transparency, clarity and trust through a self-service platform that will:
 - Help end-users understand that the performance data can be trusted because it is all within the DSHS data architecture and security protocols.
 - Provide visual data and analysis of any size, format, or subject in a quick and digestible way for any person from executive to end user.
 - Promote data-based decision-making.
- Disseminating communication to DSHS Business Inclusion Opportunity Team members developed by OMWBE for state supplier initiatives.
- Reporting successes and opportunities for improvement to OMWBE.

Strategy 2: Increase the OMWBE participation rate from the fiscal year 2016 rate of 4.31 percent to 6 percent by June 30, 2019. This will be achieved by:

- Focus on “Direct Buy” to increase the DSHS participation rate.
- Research, develop and implement tools and strategies for more accurate reporting and monitoring of data.
- Partner with business support organizations to build external relationships with minority, women, veteran-owned businesses and small businesses to create awareness of DSHS business partnership opportunities.
- Provide information about DSHS contracting opportunities with newly registered small businesses.

Strategy 3: Increase diversity in client service providers (the agency's core business and greatest community impact). DSHS will seek commitments to:

- Embed business diversity tools and best practices in each administration.

Strategy 4: Meet with external partners to discuss client services contracting (95 percent of all DSHS contracts) and develop a business diversity workshop for vendors of client services. DSHS:

- Will use feedback from the 2016 vendor survey to develop the workshop.
- Is developing tools to inform people about our core businesses.
- Is fine-tuning a database based on an ACD/AFRS crosswalk to visualize the data as metrics (dashboard) for Administration end-users.

Strategy 5: Provide greater transparency to increase vendor engagement and collaboration by educating our customers about the business diversity initiative. DSHS will:

- Increase outreach efforts by engaging potential customers in their community.

On an ongoing basis, DSHS:

- Posts all competitive bidding opportunities on WEBS. Central Contracts Legal Services (CCLS) and Central Purchasing Unit (CPU) also send all bidding opportunity information via e-mail to OMWBE, DVA, CAA (Commission for African-American Affairs), CAPAA (Commission for Asian Pacific American Affairs) and CHA (Commission for Hispanic Affairs).
- Through links on the ODI and DSHS Procurement websites, encourages:
 - Self-identified women-, minority-, veteran-, and disadvantaged-owned vendors to register with OMWBE for certification as a MWBE-certified vendor, and
 - Self-identified and certified vendors to submit bids for contracting opportunities.
- In addition to the standard WEBS notification, CCLS and CPU also send special email invitations to MWBE vendors registered in relevant commodity codes when staff initially posts a procurement on WEBS.