

Supplier Diversity Inclusion Plan

Agency: Department of Social and Health Services

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Agency’s Inclusion Plan:

The Department of Social of Health and Services (DSSH) is committed to increasing participation of small minority-, women- and veteran-owned businesses, as well as demonstrating transparency for subcontracting opportunities. DSSH will make every effort to ensure it provides equal access to government contracting and purchasing opportunities for all suppliers through outreach, education and process improvements where applicable. The Financial Services Administration is the designated lead on the Business Diversity Initiative efforts throughout the agency. The DSSH Office of Diversity and Inclusion reviewed the participation rates for minority and women-owned businesses and for veterans for the available time periods from FY2013 through present. This information was obtained through the DES Diversity Participation Reports in the Enterprise Reporting System.

Goal: DSSH has aligned with the aspirational statewide Results Washington goals to increase spending in contracting and procurement by Fiscal Year 2017 to:

- 10% for minority owned businesses;
- 6% for women owned businesses; and
- 5% for veteran owned businesses. (See attached).

Challenge: While much progress has been made, DSSH must close the gap between Results Washington targets for business diversity and actual performance. After reviewing the agency’s goals and accomplishments, DSSH selected strategies and action steps to meet performance targets by 2017 and provide accountability in decision-makers’ ability to render data-driven decisions that impact policy, legislation and budget.

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:

- Creating a database that crosswalks the DSHS Agency Contracts Database (ACD) with the statewide Agency Financial Reporting System (AFRS).
- 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.

On an ongoing basis, DSHS:

- Continues to ensure agency financial managers, contracting staff and purchasing staff are educated on opportunities to increase supplier diversity. Engages Purchasing Coordinators through monthly trainings and quarterly meetings and continues to apprise OMWBE of ongoing efforts toward goal on a quarterly basis.
 - The Central Purchasing Unit (CPU) delivers monthly Purchasing Training which demonstrates to attendees how to use the OMWBE Directory of Certified Firms and the DVA Veteran Business Registry to search for vendors, and encourages minority and women-owned businesses and veteran-owned businesses be utilized for eligible purchases (non-IT and IT Direct Buy Purchases up to \$10,000, when goods or services are not on State Contract).

- Provides quarterly Central Contracts and Legal Services (CCLS) reports to OMWBE regarding number of procurements completed, responses received, and contracts awarded to veteran-, women-, minority- and disadvantaged-owned businesses.
- Reviews existing CPU SharePoint guidance at the CPU Quarterly Purchasing Coordinator meetings. Reminds Purchasing Coordinators of the following:
 - Available options for local DSHS purchasing offices to research purchasing opportunities with minority and women-owned businesses and veteran-owned businesses for eligible purchases, and OWMBE and Veteran Owned business information and
 - Purchasing Coordinators are the voice of their Administration/Division, and they have a responsibility to disseminate information to their local purchasing offices.

Strategy 2: Increase diversity in client service providers (the agency’s core business and greatest community impact).

- Seek an 18-month commitment from DSHS administration representatives to review business tool needs, guides and workshops. The conduit for this work is the Business Inclusion Opportunity Team, an advisory group composed of representatives from the Financial Services and Services and Enterprise Support administrations who provide strategic and tactical recommendations on how to close the performance gap and provide administrations with data-driven recommendations/goals to improve Minority-, woman-, veteran-owned business diversity initiatives.
- DSHS will seek commitments to:
 - Participate in Business Inclusion Opportunity Team work groups and forums with one one-hour meeting and one ½ hour meeting per month.
 - Coordinate third-party facilitators (Behavioral Health Organizations, Area Agencies on Aging, etc.) for community engagement, programming specifics, administration contracts departments.
 - Embed business diversity tools and best practices in each administration.

Strategy 3: 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 building a database based on our ACD/AFRS crosswalk and exploring platforms to visualize the data as metrics (dashboard) for Administration end-users.

Strategy 4: Provide greater transparency to increase vendor engagement and collaboration by educating our customers about the business diversity initiative.

- DSHS is developing a Business Diversity internet page to inform the public and our vendors and contractors about survey results and to invite them to participate in focus groups. The website will have links to our partners' sites and other resources. It also will encourage vendor certification through OMWBE and the Department of Veteran's Affairs. The page will include:
 - Information about decentralized purchasing and contracting, including our agency's responsibility to use competitive pricing.
 - A general contact number for vendors, by regional location (including types of purchases).
 - Links to the various Department of Enterprise Services master contract and public works pre-qualification points of contact.
- DSHS plans to have twice yearly regional forums with our partners to discuss upcoming RFPs, the collaborative service model (agency-wide multidisciplinary approach to service delivery using representatives from all administrations, non-profits, community service centers and families and faith-based organizations) and to provide training.

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.

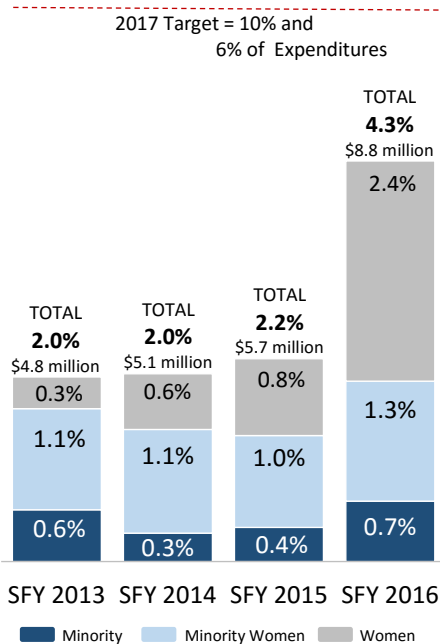
DSHS | Business Diversity Initiative



Supplier diversity

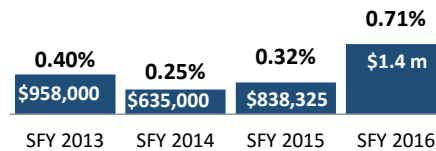
Percent of DSHS contract expenditures to Minority, Women, and Veteran-Owned Business

Percent of Total Expenditures by MWBE Ownership



% of Total Expenditures to Veteran-Owned Business

Veterans Target = 5% of Expenditures



SUMMARY

- Minority and women-owned business participation is vital to Washington State’s overall economic well-being. Minority contracts provide small business a much needed economic boost. It brings them visibility, avails them of future growth, offers them equal representation, and provides them a place at the table with larger, more competitive contracting firms.

- DSHS is aligning with the Results Washington Goals participation aspirational goals set out by Governor Inslee, which are 10% utilization for Minority-owned businesses, 6% utilization for Women-owned businesses and 5% utilization for Veteran-owned businesses by 2017.

- The updated action plan for this measure is located in the SESA strategic plan.

DATA SOURCE: Washington DES Diversity Participation Reports; supplied by Rex Brown, Business Diversity Initiative.

MEASURE DEFINITION: Percent of DSHS purchased goods, services and construction obtained from minority and women-owned businesses.

DATA NOTES: 1 Qualified businesses can become MWBE certified through the Washington Office of Minority and Women-owned Business Enterprises. See <http://www.omwbe.wa.gov>.