



Supplier Diversity Inclusion Plan • Calendar Year 2020

Agency: Department of Social & Health Services (DSHS)

Contact: Carolyn Cole, J.D., CDE	360-902-7807	carolyn.cole@dshs.wa.gov
Name	Telephone	Email

2020 Department of Social & Health Services Diverse Supplier Access & Inclusion Plan

Agency's plan to increase participation of certified small minority-, women-, and veteran-owned businesses, and socially and economically disadvantaged businesses (including businesses owned by persons with disabilities):

ACCESS & INCLUSION PLAN SUCCESS MEASURES

1. Establish Access & Inclusion Plan success measures for certified MBEs, MWBEs, WBEs, and VBEs for goods and services (non-client services) spend:

- OMWBE-certified:
 - Minority-owned businesses (MBE not including minority women) from 2.41% (State FY19) to 5% by the end of State FY2022 (June 30, 2022);
 - Minority women-owned businesses (MWBE) from 1.01% (SFY19) to 3% by end of SFY22;
 - Women-owned businesses (WBE not including minority women) from 1.66% (SFY19) to 3.5% by end of SFY22;
- DVA-certified veteran-owned businesses (VBE) from 1.67% (SFY19) to 3.5% by end of SFY22.

Data Source: Office of Minority & Women's Business Enterprises (OMWBE) Supplier Diversity Reports



- 2. Establish a baseline of current expenditures with OMWBE-certified Socially and Economically Disadvantaged Business Enterprises (SEDBEs) and report to BIOT and Cabinet by end of SFY22.**

- 3. Increase awareness of Access & Inclusion Plan success measures internally and externally.**
 - Incorporate measures as a DSHS Equity, Diversity, & Inclusion (EDI) Strategic Plan Objective.
 - DSHS Office of Diversity and Inclusion (ODI) will report on success measure progress to internal stakeholders quarterly.
 - Create a section on the DSHS main webpage for diverse businesses to locate the 2020 DSHS Diverse Supplier Access & Inclusion Plan.
 - Update [ODI's Supplier Diversity Webpage](#) to include the Access & Inclusion Plan and success measures.

DATA

- 4. DSHS Business Inclusion Opportunity Team (BIOT) will review readily available supplier diversity participation reports quarterly:**
 - Diverse Vendor Utilization for Master Contracts – Department of Enterprise Services (DES) Master Contract Sales Data
 - B2GNow Public Works Diversity Participation Quarterly Reports (DES will provide)
 - Central Contracts and Legal Services (CCLS)/Central Purchasing Unit (CPU) Quarterly Reports to ODI
 - OMWBE Supplier Diversity Participation Reports

- 5. Take steps to identify contracting and procurement needs.**
 - Identify general categories of goods/services regularly purchased historically by type of procurement (i.e., master contracts, internal contracts, direct buy purchases) and commodity:
 - CCLS/CPU Quarterly Reports to ODI commodity codes
 - DES Master Contract Sales Data contract titles
 - OMWBE Diversity Participation Reports



- Cross-reference agreement numbers with ACD and TRACKS purchases to identify commodities
- Available Administration/Division-level data

6. Take steps to seek and obtain resources needed to answer the following data questions for high spend commodities:

- How much spend went to OMWBE or DVA-certified businesses?
 - i. What commodities did they provide?
 - ii. Which certified diverse businesses did each Administration or Division use each year?
 - iii. What were the lengths of the contracts?
 - iv. Was spend concentrated in just a few large contracts or among many?
 - v. Why did spend with certified diverse businesses end or decrease (e.g., unsatisfactory quality, vendor no longer available, etc.)?
- How much spend went to non-certified minority, women, disadvantaged, and veteran businesses?
 - i. Are any of the businesses eligible for certification?
 - ii. Were there OMWBE and/or DVA-certified businesses that could have been utilized for the same commodities?

PILOT PROJECTS

7. Client Services

- Provide Department-wide client service spend data to the Business Diversity Subcabinet as needed to support any future data projects.
- Support Individual Provider pool diversity to reflect the cultures and backgrounds of populations served:
 - i. Ensure compliance of the Consumer Directed Employer with RCW 74.39A.500.
 - ii. Take steps to identify tools and information needed to support informed client choice of Individual Provider.
 - iii. Take steps to collect Individual Provider demographic data (gender and other items subject to collective bargaining).
- Evaluate feasibility of a public service campaign to increase number of qualified client service providers with targeted outreach to diverse communities.

8. Socially and Economically Disadvantaged Businesses (SEDBEs) and Disability-Owned Business Enterprises (DOBE) Inclusion

- Include [Disability:IN](#) in the DSHS Policy 13.12 Notification distribution list.
- Collect baseline data of SEDBEs certified by OMWBE and DOBEs certified by Disability:IN that currently do business with DSHS.
- Collect baseline data of self-identified socially or economically disadvantaged businesses and businesses owned by persons with disabilities eligible for certification that currently do business with DSHS.
- Provide information to eligible self-identified socially and economically disadvantaged businesses and businesses owned by persons with disabilities about how to become certified by OMWBE and Disability:IN.
- Partner with Disability:IN and other stakeholders to develop outreach communication to encourage self-identification and certification of these businesses.
- Take steps to explore the feasibility of expanding self-identified categories in WEBS (Washington's Electronic Business Solution) to include these businesses.

9. DSHS Central Purchasing Unit (CPU) – Direct Buy Diverse Vendor Log

- Develop and implement a vendor log for direct buy purchasers that organizes relevant business and contact information of available diverse businesses.¹
- Create a form for diverse businesses that contact DSHS and would like to provide their business and contact information.
- ODI will update the vendor log quarterly with submitted vendor information and post on SharePoint.
- CPU will conduct outreach to direct buy purchasers about the availability of the vendor log and provide training.
- Identify utilization of vendors pre-implementation and post-implementation of the vendor log in TRACKS.

10. DSHS Central Contracts and Legal Services (CCLS)

- Review insurance requirements for contracts, waivers, and exemptions under DSHS Administrative Policy 13.13.

¹ Please note that providing business and contact information for the vendor log does not guarantee business with DSHS. The vendor log is a tool like the OMWBE Directory of Certified Firms that will be tailored for DSHS needs.
LAST UPDATED 1/30/2020



- Develop recommendations for and create a standardized process for pre-bid vendor conferences that can be more easily utilized and implemented by Agency contracts staff.

11. Veteran Preference

- Take steps to explore whether other state government agencies have adopted a veteran preference in public contracting, and if so, how they are implementing it.

12. Language Access Services

- Analyze historical data relating to the use of certified diverse businesses to provide language access services (interpreting and translation).
- Develop recommendations for increasing diverse supplier access & inclusion for this spend.

OUTREACH & EDUCATION

13. Provide bias and cultural competency in contracting training to DSHS contract/procurement teams and programs.

14. Update appropriate DSHS websites to include more information about how to do business with the State and DSHS.

15. Provide information in easily accessible locations about how to obtain winning bid information through public disclosure requests.

16. Identify self-identified diverse businesses who have done business with DSHS and provide information about how to become certified by OMWBE and DVA, and how to register in WEBS.

17. Continue to serve on or provide information to Business Diversity Subcabinet Communities of Practice (CoPs):

- Outreach
- Business Assistance
- Internal Agency Culture
- Internal Processes
- Planning/Forecasting



- Statewide Master Contracts
- Client Services
- Data
- Purchase Cards
- Public Works
- Policy and Compliance

18. Continue to serve on or provide information to the Department of Enterprise Services (DES) Direct Buy Policy Stakeholder Group to support an increase in the direct buy dollar limit.

19. Continue to support the development and implementation of an electronic data collection and monitoring system for statewide supplier diversity reporting and accountability purposes.

20. ODI will continue to hold monthly BIOT meetings for agency leadership in contracting/procurement, fiscal, capital programs, outreach, research and data analysis, and communications. Engage external partners as needed.