# Access in Action Plan Bidders Teams Meeting Transcript

Friday June 26, 2026 - Hosted by Mental Health & Recovery Services Board of Lucas County

**Transcription Note:** This transcript has been edited for clarity and professional consistency. Minor conversational fillers, brief accidental unmutes, and overlapping background acknowledgments have been omitted to improve scannability while strictly preserving all legal and technical project requirements. *AI-generated content may be incorrect.

**Robert Kasprzak-** started transcription

**Michael Carter** 0 minutes 4 seconds
*…We're able to address your question fairly quickly. So that's the request. Hopefully that will be easy for us all to do and make life pretty simple for all of us here this morning. So thank you guys for being a part of today's session, I'm just moving everything in place for us here.*

**Robert Kasprzak** 0 minutes 34 seconds
*Michael, just one quick thing. Just want to let everybody know this is being recorded.*

**Michael Carter** 0 minutes 40 seconds
*Okay.*

**Robert Kasprzak** 0 minutes 40 seconds
*Thank you. Thank you*.

**Michael Carter** 0 minutes 42 seconds
*No problems, thank you. And it should pop up. Can you see my screen, Rob?*

**Robert Kasprzak** 0 minutes 53 seconds
*No, I cannot.*

**Michael Carter** 0 minutes 53 seconds
*Perfect. You can OK. I had it up a moment ago, so I want to make sure that you guys can see now. Can you see the presentation now?*

**Robert Kasprzak** 1 minute 6 seconds
*Yes.*

**Michael Carter** 1 minute 8 seconds
*All right, and I'll start over. All right, thank you guys for being with us. This is our bidders conference slash meeting for our access in action plan. We're looking for a consultant and facilitator. So this, we have an RFP that is currently out. It started on our release June 19th.*

*And so most of you have probably actually seen the RFP and not the announcement by now, I hope. If you haven't, I will suggest after this meeting to go actually look at the RFP. We're going to discuss portions of it today, of course, but I'm not actually pulling the RFP itself up.*

*Okay. Why are we here today? Obviously, we're here because we've invited qualified consultants and organizations to facilitate the development of our new access and action plan. So we are definitely looking for someone who has experience in this area. We're going to talk about what we're looking for in your proposal, answer any questions that you may have today, and then I will say this a couple of times.*

*After this meeting, any question that you actually have needs to be in writing to that Netmail email account. So don't email me directly and don't email or call us or anyone on the staff because you could get disqualified by doing that. Everyone has to have access in the public to whatever question is asked. We're a public entity, so any questions that someone presents, we have to answer it publicly. So you would submit that question through net mail, and then we're going to answer that question on the site, which will have a FAQ page for the RFP.*

*So I want to make sure everyone understands that there has to be equal access. So there's no favors, there's no...partiality. Okay. And then you get to hear directly from us on the priorities and expectations, and then we can confirm all the dates. So that's what we're here for. This meeting is not a requirement. So you don't have to stay the whole time if you can't. I'm going to move swiftly to get through a lot of the information.*

*But the meeting is not a requirement. So the competition for this meeting is not just the people who are on this call. This meeting is a benefit and hopefully helps you to understand a little bit better what we're looking for. So that's important for us all to know. One of our goals and our primary goal is to evolve our framework of our current Equity in Action Plan 2021 and move into a new plan that is what we're calling our Access in Action Plan.*

*Okay, so if you haven't seen our Equity in Action Plan, I suggest go into our website and actually looking at that equity in action plan. And I believe Faith may have already put that plan up for us. And so if she haven't, I'm sure she will have that equity in action plan available. So I want to just make sure that you had an opportunity to look at that and at least have an idea of where we were or slash are because it's still in effect right now. And our goal is to move from that and to move into our access and action plan. In our equity and action plan, we had seven area DEI and B framework.*

*We had leadership, policy, training, staff, service delivery and climate and reporting. I mean, we did a really good job with that. We saw some great gains. Over time, things stabilized and expanded, and it worked for the era in which it was developed. So we started that plan in 2020.*

*Right after, coincidentally, by the way, right after what happened with George Floyd, we were already in the process of pulling the pieces together. The RFP was out. It just happened to start at that point and finished at the end of the year and was voted on and in effect in 2021. which makes it our 2021 equity and action plan. Now we're looking to reorient a few things and evolve out of that because of the federal guidelines that have now come up, right? And so as a board like others who receive federal and state dollars, we positioned ourselves to continue to do so by having to evolve beyond just DEIMB and move into an equity position where we're trying to ensure that those who need our services the most have the most access. Okay, so we want to make sure those who are hardest to reach and those who actually need our services the most have access to those services and awareness of those services. So we need to rework our central framework. We need to make sure that we work towards access and removing barriers. And then we want to make sure we're addressing awareness, navigation, geography, language, stigma, and system complexities.*

*So you can kind of see some of the difference between what we had before and where we want to make sure that we're going. Okay. And so this is something that we want to look at internally and externally. So that is what we're looking at with this RFP and that's what we're asking you to definitely consider. We're not looking for DEI training. That's not where we are right now. And so I want to make sure that is very clear that we're not looking for some canned DAI training that you've already had and used in other places. We're looking for innovation, evidence informed, evidence based, right? Some community tested approaches. And that's what we're looking at. We want to make sure that access is equitable and that people understand, you know, how to make our system more visible.*

*So that includes communications, that includes community outreach, that includes policies, procedures, that includes everything our organization would do to make sure that it's connecting with staff and community, primarily looking outward, but that may also require us to make some changes inwardly. We've just completed recently our latest strategic plan that will be in effect for the next few years. And this is a part of that. It's an offshoot of our strategic plan. So I'm also going to recommend that you look at our strategic plan because goal one in our strategic plan outlines some of the requirements for our access and action plan. So it is very important that you understand the culture and the fabric of our organization what our* *requirements are right now, what our priorities are, and what it is we're looking to do. And if you can kind of wrap your mind around those, then you'll be able to most likely write a successful proposal that will meet the needs that we have. I'm going to repeat it again. We're looking for innovation. So we don't want something that is just cookie cutter.*

*It definitely needs to be innovative, and it needs to have outcomes that have quality metrics that allows us to understand what success looks like, and maybe even help us to reframe what we consider to be success. So those are two very, very important things for us.*

*And so here's the six barrier domains that you should be looking at, right? Every deliverable need to speak to these. Awareness, public knowledge, available services, and how to access them. Right? And I'm not going to read all of these because I know you guys can read. And if you want the slides, we can make these available to those who ask for it.*

*Just make sure Faith had your information. And between us, we'll make sure that we can get that out for you guys. And then also, I'm not in the chat, so I don't see any of the chat. So you guys may have asked that question already. Language.*

*Accessibility of materials and services for non-English speakers. So language is a big deal, and we want to also make sure that we're having that discussion about language in the CLAS standards. So the CLAS standards are still in effect, even with the changes on the federal level for diversity. The CLAS standards are still in place. And so we want to make sure that class standards are put in position and considered as you're doing this.*

*Navigation, what are those entry points, exit points for those coming into our system and exiting out that we make sure that information is available. And one of the big things that this particular RFP is going to work on is going to be stigma, right? So what are some of the barriers that are rooted in the stigma, the distrust of the system, myths, and all of these things that get in the way that stop people from accessing help, support? And what does that look like? And what are the various levels of stigma that exist that we may need to consider? Because those should be influencing our plan. That should influence our communication. That should influence the little things that we're doing from our giveaways, our handouts to tchotchke small things that we work on. So you talk about some of that simple as stickers and making sure these are even correct or some of the giveaway items that we're creating. These are excellent and they're great. Faith actually helped us produce most of these things. And she does an incredible job with that. But what you're going to help us with is identifying different ways and different* *ideas that we can do to help burst stigma, which in turn, your innovation and your creativity in this shall hopefully spark some more creativity with us and opportunities for us to begin to hopefully do some things because we get to hear from our community.*

*So we definitely want to talk about geography so that there's equitable distribution. And then our system complexity, what barriers exist within our system and the way we're currently structured that delays or prevent access to help or prevent access to treatment. And so these are the things that we're most considering when we look at the proposal. And then here's the five project deliverables, right? You may propose all five or select specific deliverables.*

**Michael Carter** 12 minutes 33 seconds
*But here are the five things we're looking for, right? Access, barrier assessment, and landscape analysis.*

*Right, the access and action plan development.*
*Stakeholder and community engagement sessions.*
*Communication and stigma reduction strategy and framework.*
*An innovative progress and success measurement framework now.*

*Majority of this comes right out of our goal one for our strategic plan, and some maybe from even goal two. So these are the things that we want you to be familiar with and understand. When we're looking at the deliverables, these are the five things that we really need to encompass in our process moving forward. So a great proposal potentially has all five. But some of you may not be as equipped to do all five, so you may pick a couple that you're really good at and write a strong proposal concerning those. You may also consider partnering with someone else to make sure that you can do all five. There's a lot of different ways to go about it. Or you may say, hey, I only can do one, three, and five.*

*At the end of the day, #2 has to be done for us. We have to come out with a plan, the development of a plan. So if you pick one, three, and four, and you don't pick #2, then we still have to find someone that can do #2. So just be mindful of what you're selecting if you start picking domains instead of just choosing all 5 deliverables.*

*Okay, and then we'll talk a little bit about access barrier assessment and landscape analysis. We say conduct a structure assessment of documented access barriers affecting Lucas County residents across the behavioral health system, right, addressing the six domains. And then it says integrate existing MHRSB data.*

*Here it is again, our 2026 strategic plan survey findings and targeted stakeholder input. So all of that information is baked into our strategic plan. And then you're going to create a written summary document that will allow us to be able to walk through these six domains. So that is very important that we have that. Okay. This assessment lays the foundation for deliverable to the written plan itself. So that is very important that you understand the access and barrier assessment and what that landscape looks like. And we gave you some of the things which we'll talk about in a moment that has to be done when we do the assessment, then we left some room for you to have some creativity of your own.*

*And then access and action plan development, OK?*

*The plan has to evolve from our equity and action plan. Again, we have to move away from our in the dirt boots on the ground DEI effort, and we have to move towards equitable access and making sure that we're now looking at how do we make sure.*

*Again, those who need the services the most have the access they need to that service, right? And then in times of scarcity, making sure as the economy's tightening and inflation is continuing to go up and money's being reduced, resources are being lost, how do we make sure we continue to make sure those who need those services continue to have access to those services. Okay. And then we want to make sure that we have shared principles across our priorities for departments, our trustees, our providers, and our communications so that we're communicating the information that needs to be communicated the most.*

*You see it just the six domains. Again, align with SMARTI goal one. So that's what you're going to look for when you go into our strategic plan, SMARTI goal one. And then here's what we have to do. According to that plan, within six months, which we're in now, we have to have a draft. And then the board has one year essentially to adopt it.*

*Okay, so our fiscal year starts July 1st. So July 1st, we go into a new fiscal year. So for us, it'll be fiscal year 2027. So we're operating under this premise that by January, essentially, we will have this plan developed and in place, which gives us between now and then to do the work that's necessary for us to have a plan. Okay. So that's very important for us. And then the board will have another six months up until essentially this time next year to vote on and adopt that plan, which gives them an opportunity to make tweaks if they want, acts different questions when they get that final plan to make sure that they have everything baked in that they find necessary for* *the business of the board to move forward. And then I've already mentioned the class standard, making sure that you don't throw the baby out with the bathwater. And so we got to make sure the class standards are still considered as we begin to do things and move forward. Okay.*

*Here's one of the things you want to zero in on, right? So you may want to take a picture of this particular slide. This is key.*

*Right. A credible plan, I said, cannot solely be built from inside. So we have three distinct groups that need engagement, internal leadership and staff. So this includes our board of trustees, our executive team, all of our staff right, that are here, of course. And the board of trustees have to be a part of this. So you're going to want to have two to four sessions. These numbers are benchmarks for you. You can decide you want to do 2 sessions. You can decide you want to do 4 sessions. You can decide you want to do 8 sessions. You can decide you want to do one session.*

*The point is, this is what needs to be done. And in the past, we've had two to four sessions where we're putting these plans in place. Okay. So 2 to four seems to be the sweet spot for internal staff and leadership to help walk through what the plan is going to look like. Help us think through what we're doing. Help us to understand where we're headed. Tell us how we're doing. Talk to us to figure out what we need. Report back to us what you've learned. All of that's going to happen in A.*

*B is all of our stakeholders and providers. So our community stakeholders are going to be crisis service, hospitals, schools, The justice-involved systems, our paid providers, maybe even include providers in the community that we don't pay for, right? Those that are key to our system. Those are the people that are in B. And you're going to have one or two sessions with them to make sure that you understand. You may decide that one big session where everybody works. Or you may determine, You know what, I need three or four sessions because I want to break down the stakeholders and I want to use them thematically to make sure I'm understanding some of the issues and struggles that are there. And you're going to create the framework for questions and the way it looks to have those sessions. This is what you're going to tell us about so that we understand how you're going to go about to gather that data, right?*

*So whatever methods you're using, qualitative, mixed methods, whatever it is that you're using to determine that data, we're going to be entrusting in you to help put that together. And then see, this is where your real innovation is going to come in and it's absolutely required, right? You have to engage the community and consumers. So we need you to talk to* *residents. We need individuals with lived experiences. We need family members of those with lived experience. And we need those who maybe don't engage in the system, but need those services to begin to talk about some of the barriers, as well as our best ways of moving forward to provide not just information, but access to the system. So C is extremely important and is a must for your proposal.*

*Okay. We don't prescribe the method. So you figure out how you want to do that. It could be a listening session. It could be peer-facilitated groups, advisory panels. Any way you want to do it, we want to make sure that you do it. However, you must describe how you're going to do it, what that methodology is in your proposal. Okay? And those findings have to be documented in the final plan. Their voice must be heard, highlighted, and the plan must be built upon them. It's not one of those supplementary components. It's not optional. It's something that has to drive the decisions that we're making. Because remember, we are led by the taxpayers, and we have to meet the needs of the taxpayers, and so they have to be at the forefront.*

*And then communication stigma reduction strategy. You will help us within this process to understand about our, we have 36 plus annual public facing touch points that are recommended. These are minimal. That's a part of the strategic plan. So when you read the strategic plan, you will see that they've now given us some indicators. And one of those indicators is they want 36 public facing touch points in a year. So you're going to help us to do that. What does that look like? How should that be structured? That's what this is going to be. And then we've got this once a quarter touch point highlighting lived experience or priority populations.*

*And then 10% target year-over-year improvement on our engagement metrics. This not only includes in-person engagement and how we're touching people, but this also includes digital, our website, our social media. And so you may be able to help put some strategies, insights together based upon what's being informed.*

*So as you're moving forward with your plan, this information that you're receiving is going to help give us the frameworks and the measurables for what we're doing, which then allows our team to be able to go and do the work that we know that we should be doing, but with a clear picture of where our communities say they need to see us the most. And it may be things teaching us how the community access information, right? So it may just be as simple as saying the community is not accessing information in Facebook. I'm going to throw that out there, just to throw it out. They use apps now. They don't use websites. They're using something else that's* *brand new. And so this is what you're going to be able to help us to do. And understand the priority channels, understand where the underserved population resides, interacts, and communicates, and how do we access them. So all of that is extremely important, and that's what that's going to happen in four.*

*And then I can't say this enough, probably a broken record on the transcript, innovative progress and success measurement framework. We want innovation. We're not seeking a traditional compliance scorecard for activity reports, right?*

*So we wanted to make sure you understand what we're not looking for. So not this, training completion rates. We don't want you just to say, oh, we did 36 trainings or 15 trainings because we have access to that. We don't want demographic headcounts where we were looking at old models and say we've touched 14 African-Americans and 36 Asian Americans. We're not looking for that. And we're not looking for end of cycle reporting only, right? We need you to help us to understand a framework that shows progress as we go, right? We need progress as we go. We need to understand benchmarks. We need to make sure that we're meeting our deliverables along the way, that the process is all encompassing and that we understand what that looks like. And so we want you to do more than give us a list of things we need to be doing and dates when they'll be done, right? So we're looking for population level change in access, awareness, navigation and trust.*

*How do we know that's happening? How do we know that we're having qualitative community source indicators that maximize those with lived experience, right? And we want to make sure that we have things in real time that actually help us to be able to evaluate when we need to pivot. So we need to understand what those pivot points look like.*

*And then measurement framework requirements. Here's what you should be showing us. Feasibility within the existing infrastructure. We use SmartCare and Creatio.*

*So we're not doing any new significant technology. We've just paid for those technologies more recently. We have done a complete reinvestment in our technology at a high level. And so we're going to use what we currently have. So your proposal should not have to introduce new things as far as investments in technology. We want to make sure that you have community feedback loops so that all community have an access to participate and we understand what their roles are and how we can assess role progress. It has to align with our SMARTI goal and trustee reporting. So we have an existing* *cadence and structure. You can make recommendations to that, but it should align with what we're doing. You may see weak points or pressure points that we can alleviate. That's great. But it also should go hand in hand with what we're currently doing partially because a lot of that has just been updated in our strategic plan. And then at least one concrete example required. So describe your philosophy and provide an example of innovative or outcome-oriented metric you've used before. So we would love to see something that you've done and how it's worked, and then how we can expect that to work for us, right? So that is one of those leading things that would help if you can actually show us something concrete and say, hey, here's what is out there. Here's something that other people are doing. You're not doing this. So we're looking for innovation, but sometimes innovation is new to us. Right, and so be mindful of that.*

*And then, here's your submission requirements, right? The format rules are to the left, and these are in the proposal. Microsoft Word or PDF only. There's only two formats we're accepting. One inch margins on all sides, Times New Roman or Calibri, 10 point minimum. Seven pages maximum. Now this does exclude cover page and attachments. By attachments, we're talking about examples of your work mostly, right? If you're giving examples of your work, that's not part of the seven page maximum. The meat and potatoes, the A through F, is the seven pages, right? And so you want to make sure you have the sections in order. And we're only accepting electronic submissions. So no fax, no mail, only electronic submissions. The proposal sections, cover sheet, you have to sign it. So make sure it's signed, MBE status, if there, whatever that is, qualifications, your experience and your ability to perform, your references and your pricing. Those are the proposal sections that you have.*

*And then Section D, so let's go back. Experience and ability to perform a Section D. And this is where you really differentiate what you're doing. You're going to tell us the deliverables that you are proposing. You're going to tell us your approach to facilitation, plan development, and community engagement. Your familiarity with our system. How can you help us move past equity in action? Your strategy for our hardest to reach populations, your approach to measuring progress beyond compliance measurements, and then relevant case studies and work examples. These 7 are where you really will stand out from the others, because think about it. Everything else, for the most part, is all going to read the same from all of you.*

*It is in these seven and D where you're going to tell us the meat and potatoes of what make you different and why and what we're going to do. And then here are the key dates to remember. The RIP was released June 19th.*

*The Bidders Conference registration deadline is the 22nd, which will allow everyone to be in, including today if you registered, right? There were people registering this morning. So you're allowed to be a part of this up to the last minute, right? Bidders Conference was today.*

*Here's where we start to get tight on the timeline, though. Reading questions are due by July 16th. There will be no more written questions accepted after that. Remember, written questions have to go to the Netmail email, not my email, not Faith, not Scott, not Robert. Netmail. You can't get disqualified potentially if you do anything else. So you got to make sure all written things go to Netmail.*

**Michael Carter** 30 minutes 49 seconds
*We will respond to your net mail questions by adding it to the FAQ page for the RFP. And so again, I know people came in late. Everyone has to have access to all the questions that are asked. Even the pertinent questions today, will be added to the FAQ so that we make sure that everyone has that information. Proposals are due by 5 P.m. on July 23rd. So when we walk out that door on July 23rd, everything that we have received will be what's evaluated. Anything that comes after that, won't be evaluated.*

*And then the award notification, I got it on another screen where it says tentatively August 20th. Depending upon how many come in, our goal is August 20th. We have to have these scored and ready by our board meeting. We may or may not be able to do that depending upon how many proposals come in. So our goal is August 20th, tentatively, but worst case, it could be around September 20th that you find out who actually won the award.*

*And then we cover this standard form, submit questions in writing to the net mail email, and then check our website for the answers. Now our goal will be to let you know when it's answered and it's on the site, but we're human. So keep checking the site, right? I don't want you not to get an email that back that your question was answered and the answer's been there for a week. Okay, so keep checking the site. Give us a day or two to get the answers up there because we may have to find out some information as well, but it will go there. NetMail won't respond to you. One of us will respond to you to let you know that, but...That is the process.*

*OK, and now we're open for any questions that you guys may have.*

*You will have to unmute or Faith. I don't know if there are any questions in the chat at all.*

**Faith Kelleher** 33 minutes 6 seconds
*There are quite a few questions in the chat. Can you hear me? Okay. Okay, new headphones. So, okay, so one chat we have, and some I've been able to answer and then upload the documents in there. But, okay, so we had one…*

**Michael Carter** 33 minutes 9 seconds
*Okay, I hear you well.*

**Faith Kelleher** 33 minutes 25 seconds
*…question about the access and action plan. And they ask,* ***are you looking for a strategic plan only or does this include implementation?***

**Michael Carter** 33 minutes 34 seconds
This includes implementation to go beyond a strategic plan. We technically have a strategic plan. So the access and action plan, while it stands on its own, is a part of the larger strategic plan. Okay. It's in development from that and should include implementation. So hopefully as I went through that, you can kind of see what we're looking for to do for us.

**Faith Kelleher** 34 minutes 3 seconds
*Another question was,* ***how much access will the consultant have to former community stakeholders? And then will it be okay to recruit new ones?***

**Michael Carter** 34 minutes 12 seconds
*Yes, yes. Okay. So you will have access to, we will tell you who we consider stakeholders that has to be involved, right? So we'll say these are stakeholders that have to be engaged and involved. And then from there, the new ones that you want to involve, those are just conversations we'll have. But yes, you'll be able to recruit new ones, but we may also need to have a conversation just to make sure we're on the same page, that they're a stakeholder, because it may be that we don't consider them a stakeholder, but they should be part of the community, the overall community groups, right? So it may just be a matter of where somebody belongs.*

**Faith Kelleher** 34 minutes 57 seconds
*Okay. And I tried to group these in by subject matter. So if I'm skipping around, don't think I'm skipping your question. Okay, another one about the scope and implementation is,* ***will the target population of those who have an access care include specific groups like children under 18 and the elderly?***

**Michael Carter** 35 minutes 20 seconds
*It definitely could. So that's what you're going to help us discover, right? You're going to help us discover those who have issues accessing care. So it could be families with children. It could be children. It could be seniors. You're going to help us fill in those gaps. That's part of what this process should get us….*

**Faith Kelleher** 35 minutes 40 seconds
*Thanks, Mike. Okay, so I'm going to move on to data and technology capacity. So we have,* ***will the consultant have access to our internal data, resources, or epidemiology support?***

**Michael Carter** 35 minutes 53 seconds
*So we don't have epidemiology support, which we did. My wife's an epi, so I get that, right? What we do have is a position internally that deals with quality, right? And they deal with data. And we have a complete data department that has a lot of the information you'll need whatever information you need that we have, you have, you will have access to. We'll make sure that you have access to what you tell us up front you need. So make that a part of your ask in the beginning of your proposal. I'm going to need strategic plan. I'm going to need this type of data. I'm going to need this information so that you kind of know what information you're going to need. We'll make that available to you.*

**Faith Kelleher** 36 minutes 39 seconds
*Okay.* ***Understanding that we aren't to introduce new technology, is there capacity for additional data collection within the current systems?***

**Michael Carter** 36 minutes 52 seconds
*Yes, there's possibility for data collection. And when we say new technology, you know, really we're looking at, we have Creatio is our CRM that we're using. If you don't know what Creatio is, it's our CRM. And SmartCare is a very robust billing system, I'll just put it that way and way that we track clients. So when we're talking about new technology and not introducing new technology, primarily I'm saying those are things that we're not going to be able to introduce. But if we need to do something to collect surveys and things of that nature and do some other things, there may be some possibility. And I don't want to stifle your innovation in saying, don't make recommendations. Just don't make your plan revolve around us having to spend $100,000 in upgrading technology to complete a plan, right?*

**Faith Kelleher** 37 minutes 50 seconds

*Okay. Another question. Okay, so we're going to finally we're going to some heavy hitting compliance and admin questions. Okay,* ***so should the required references be specific to this project scope or general organizational references?***

**Michael Carter** 38 minutes 10 seconds
*The closer to the scope, the better. Right? We want people that you work with in this type of work. So even if it's not this type of plan, maybe you've helped them with a strategic plan, maybe you've helped them develop some other kind of plan. That would be ideal for the references*

*But if you don't have those, then give us references that can speak to the quality of work that you do. What you maximize on the best. So give us a reference that highlights you in the best way possible.*

**Faith Kelleher** 38 minutes 46 seconds
*OK, thanks, Mike.* ***Do we have a not to exceed budget in mind that we can share?***

**Michael Carter** 38 minutes 53 seconds
*Can't share. Remember, it's tax dollars. And we have to justify what we're doing and how we spend our money. So I'm not going to be, I'm not going to give you a window, right? You have to present knowing that there are 16 different people on this call and there's a bunch of others who will probably submit a proposal. I think the last one we did with the strategic plan, maybe you've gotten 30 or 32 proposals that came in. You just have to be mindful that there's going to be a large spectrum, and I do mean large. Some people will overshoot, some people will undershoot, and I know that doesn't help you.*

**Faith Kelleher** 39 minutes 38 seconds
*Somebody actually just submitted a follow-up question that's right along the same lines, but* ***while it doesn't state a funding ceiling, could we provide the budget range or indicate what was invested in the 2021 equity and action plan? Or is that something I could even share that to the answer section later if we don't have that?***

**Michael Carter** 39 minutes 58 seconds
*I don't have that in front of me. Uh, I'm pretty sure too that that answer is on the website.*

*In 2020, I believe, if they went to a board packet Right. So I don't have that answer, Faith. But I will say this to you.*

**Faith Kelleher** 40 minutes 20 seconds
*Okay.*

**Michael Carter** 40 minutes 22 seconds
*I don't know that it helps you. Different time. Different impact in the community, different need.*

*So remember, there was a lot of tension in 2020 after George Floyd. And I mentioned this kind of process started before that, right? And we were really escalating our DEI efforts at that time. That was a DEI-based plan that had some other things baked into it.*

*So I'm not saying don't use it as a reference point, but I am mentioning that maybe it's not the best place to start, right? You may be better served to find out what current rates are for plans like this across the country. Do a little research and start there.*

**Faith Kelleher** 41 minutes 14 seconds
*Thank you, Mike.* ***Are incumbents permitted to submit a proposal?***

**Michael Carter** 41 minutes 22 seconds
*I didn't hear you faith. I'm sorry*

**Faith Kelleher** 41 minutes 24 seconds
*Are incumbents permitted to submit a proposal? I'm actually...*

**Michael Carter** 41 minutes 29 seconds
*By in comments, do we mean people who we've used before?*

**Alicia Smith** 41 minutes 38 seconds
*Yes, that was my question. That's what I mean.*

**Michael Carter** 41 minutes 39 seconds
*Okay, yeah, yes.*

**Faith Kelleher** 41 minutes 43 seconds
*Okay, perfect. Okay, another question is,* ***how are the proposals being scored and what is the evaluation methodology?***

***Michael Carter*** *41 minutes 43 seconds*
*Yeah. There will be a team of people that score over multiple domains, actually now developing the scoring tool, right? Because we want to make sure that it's not as traditional as we've used in the past. So it's going to be a little bit more innovative, but we're looking for innovation.*

*We're looking for each domain. So that's why I spent a lot of time showing what those domains were, so that you will understand that we're going to score on each domain. And it's going to be a number one to 10, right? So you know that that's going to be 7 of the scores. The scores generally go to 100. So seven of them are going to be on each one of those domains. Then it's going to be your qualifications, organizational ability, and then innovation. So you pretty much know that that's how we're going to score on a scale of 1 to 10, and it'll be a panel of people that are scoring it.*

**Faith Kelleher** 42 minutes 58 seconds
Okay. Um, I see here. And again, any question, if it doesn't get answered in here, we will have an answer posted on the website, which is in the chat. We do have several questions regarding scope, flexibility, eligibility. ***For applicants proposing on select deliverables rather than all five, is there a preference for full scope proposals or are partial proposals evaluated on equal footing?***

**Michael Carter** 43 minutes 34 seconds
*Partial proposals will be evaluated on equal footing. But be mindful if you're giving me, you got to give me #2. So that's, I have to have #2, right? So if you don't give me #2, then I have to make sure that there's you and someone else that are involved. And now it's your cost and their cost, right? …that you hit equal voting, you get equal opportunity, you get equal scoring. But if it comes down to cost and your two costs are higher than someone else who can do it all, maybe that is a differentiator, right? And so that's not to say not to do it the way you need to do it because you want to do your best.*
*We don't want you to send a proposal that weakens you because you're trying to do things that you're not skilled or comfortable doing. I just want to be, you know, clear that you know that we're going to score you equally and we're going to give you an opportunity just like everyone else. However, your costs should align with what you're doing.*

**Faith Kelleher** 44 minutes 45 seconds
*OK. Okay, here's a question.* ***Is there an existing relationship or incumbent the board anticipates continuing with for this work? Specifically, is Rama Consulting Group who did the 2021 Equity and Action Plan eligible to bid on this RFP?***

**Michael Carter** 45 minutes 7 seconds
*Rama is eligible to be just like everyone else on this RFP, but Rama doesn't have an inside track.*

**Faith Kelleher** 45 minutes 16 seconds
*Thanks, Mike. I'm going to move to some community language access questions.* ***Priority populations. Has the board identified specific language groups or geographic pockets in Lucas County as priority or hard to reach populations?***

**Michael Carter** 45 minutes 36 seconds
*That's a multi-part question.*
*That's a yes and no, right? There's some work we're already doing with some priority populations, but we're also in the process at the exact same time of identifying our priority populations through another consultant that we've already hired. And we're in the middle of a process of developing our priority populations, a benefits plan. So that is changing at the moment. So I can't give you what those are…*

**Faith Kelleher** 46 minutes 20 seconds
***Will the 2026 strategic plans community survey data be made available to all bidders before the proposal submission deadline or only to the selected awardee?***

**Michael Carter** 46 minutes 31 seconds
*Only to the selected awardee.*

*And, yeah, and we have to determine if it's just the, yeah, we'll just say that.*

**Faith Kelleher** *46 minutes 42 seconds*
***Engagement sessions and incentives. Is there a specific budget guidance or an expected number of community engagement sessions for deliverable 3C? And furthermore, are participant incentives like stipends or gift cards for lived experience advisors considered an allowable cost under this contract? Good question.***

***Michael Carter*** *47 minutes 2 seconds*
*Very good question. Put the proposal together. And it could be, it could be.*

**Faith Kelleher** 47 minutes 14 seconds
*OK. Um...So next we have some questions regarding the internal technology systems and communication. Oh, sorry.*

**Michael Carter** 47 minutes 21 seconds
*Hold on, Faith, I'm sorry. Let me go back and get the first of that question, because I was, I'll pause the thing for a second too. The, no, no, no, the anticipated number of sessions outlined in the presentation, right? Kind of*

*what the Ideal numbers are, so you might want to go back and and and review that.*
*Go ahead, Faith.*

**Faith Kelleher** 47 minutes 43 seconds
*Right. We'll be moving into internal technology communication, smart system access, SmartCare and Creatio.* ***For the measurement framework, will the consultant have direct access to SmartCare and Creatio, or should they design A framework that our internal staff can run independently?***

**Michael Carter** 48 minutes 5 seconds
*They won't have access to smartcare or creatio.*

**Faith Kelleher** 48 minutes 9 seconds
*Okay.* ***Communication touch points. For this 36 annual touch points in deliverable 4, does the board already have the channels and platforms in place, or does the consultant need to account for building those from scratch?***

**Michael Carter** 48 minutes 26 seconds
*We have, we have them in place. If you're speaking about social media, if you're thinking about different places where we can go to touch people, Touch communities, we do have them in place. However, don't utilize that as a crutch, I would say. Use your creativity and your innovation to introduce new things to us, right? And that's part of what we're looking for. We're looking for the introduction of new things. So once you...*
*Our staff is changing, so you may want to go look at our staff now. But then July 1st, there's some changes to staff that are happening and will be available on our website soon after. You may want to look at that and see what the table of organization looks like so that you can also see some of our staff capacity.*

**Faith Kelleher** 49 minutes 22 seconds
*Next one is about translation services.* ***Are translation and interpretation services for materials considered in scope for the consultant team, or are those handled separately by the board?***

**Michael Carter** 49 minutes 39 seconds
*Both and. We can help with some of the translation. If there's things that need to be translated for certain populations, we do have access to that.*

**Faith Kelleher** 49 minutes 55 seconds
*Hey. So here's a question about the philosophy of project design.*
*Preservation, okay,* ***the RFP asks consultants to evolve the equity and action plan rather than replace it. Can the board share which specific elements of that plan must be preserved versus what is entirely open for reimagination?***

**Michael Carter** 50 minutes 19 seconds
*All of it's looking for reimagination. Evolve means to go from the DEIB strategy. So when we say evolve, we're using that wording because we don't want it to say replace simply because we don't want people to think because of the federal changes and the fact that we have to make some adjustments that we're abandoning DEI. Right. So we need to be careful how we do that. So the word evolve simply means that we want to make sure that equity and access, that's the key, right? Equity and access, that equitable access is available to all and not that we're going after a particular population. Right. And so that's where it gets a little tricky.*

**Faith Kelleher** 51 minutes 5 seconds
*All right, now we just got a few more.*

**Michael Carter** 51 minutes 9 seconds
And I got like 4 minutes.

**Faith Kelleher** 51 minutes 11 seconds
*Okay, well, we'll be quick about this.*
*Partnership list*. ***Will the board be sharing the names and orgs of interest of bidders from today's conference to help folks who might want to partner up or subcontract?***

**Michael Carter** 51 minutes 27 seconds
*I'd not consi*der that. *Have to find out if that's legal.*

**Faith Kelleher** 51 minutes 31 seconds
*Okay, that's. And again, you know, we'll put that, you know, we'll look into that, get the right answer and get it on the website. All or not to follow up on the deliverables question,* ***is a proposal all an all or none endeavor or can subcomponents be awarded separately?***

**Michael Carter** 51 minutes 51 seconds
*Subcomponents can be awarded separately.*

**Faith Kelleher** 51 minutes 54 seconds
*Okay. On the compliance and scoring side, we have a specific question about*

*MBE inclusion. So* ***Section B lists MBE status among the proposal sections. How exactly will certified MBE status, such as an Ohio MBE certification, be accounted for in the evaluation metrics and numerical scoring?***
*Good one.*

**Michael Carter** 52 minutes 14 seconds
*It won't directly be accounted for in the actual scoring. It could be available as a tiebreaker, potentially. It could be available as it relates to how we're spending our money, because we do track if we're spending money with my own, you know, how much money we spend with minority businesses and that nature. But as far as giving you a adjusted score because you're MBE, it won't happen. Now in times past, that may have happened, but that was under different federal rules, right? And so we're evolving. So knowing, understanding who we're dealing with helps us to identify, but we can't right now give a direct score on this particular one because you are an MBE.*

**Faith Kelleher** 53 minutes 4 seconds
*Okay, and we got one last question. And actually, can everybody put their name and emails in the chat for us for just a virtual attendance sheet? And then that would help if we are able to share that public list with you guys. So the last question, it's a historical baseline question regarding the previous iteration of this initiative.* ***So for historical context and pacing, what was the total project duration for the original equity and action plan when it was first launched?***

*And Michael, I will say, if you don't remember the exact months for this project that happened five years ago, I can, that's something we'll look into, you know, we could look into and get it on the webpage because, I mean, I know you have a great memory, but I, okay.*

**Michael Carter** 53 minutes 35 seconds
*I, But. Yeah. Yeah, yeah, no, I don't have it completely in my mind. So thank you for that, Faith, for getting me off the hook. I will say that it was It's tricky because my mind goes back to the framework of putting it together, not just the time we did it. But six months is an easy rough estimate of how long it actually took to put it in place. Be mindful, though, again, I've laid out to you how long you have. So whatever we did last time is kind of, I don't want to say irrelevant to the fact, but I've given you six months from the time we select you to the time we have to have a plan developed. I should back up. It's not even from the time I select you. I have six months from July 1st to have a plan developed. So you may have four months to develop said plan. It's a priority to us. So whatever you need our staff to do to help make it happen, and our trustees do, we're going to work*

*to make that happen with you. So the timeline for the all of the meetings and everything that need to take place with us to get you the information, that stuff's going to happen fairly quickly and at a pace that you need it to happen at.*

*But I would also say I would not backload it and find yourself needing information in December on the 23rd.*
*All right. Is that pretty good, Faith?*

**Faith Kelleher** 55 minutes 39 seconds
We're all good and it looks like everybody left their info in the chat for me. So, Thank you guys. And that was a lot of good questions. So thank you all.

**Michael Carter** 55 minutes 53 seconds
Thank you, everyone. Hope we were able to answer your questions. I have to run. If you need anything else, put it in that mail, and one of us will make sure to answer for you. Thank you for your time.

**Venita Kelley** 55 minutes 54 seconds
Thank you. Thank you. Appreciate you very much.

**Robert Kasprzak** stopped transcription