

BIDDERS CONFERENCE

# Access in Action Plan

Consultant and Facilitator RFP

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Mental Health & Recovery Services Board of Lucas County

June 26, 2026

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# Today's Agenda

*What we'll cover in this session*

- |   |                                                               |        |
|---|---------------------------------------------------------------|--------|
| 1 | Welcome & Purpose of This Conference                          | 5 min  |
| 2 | Why We're Evolving: From Equity in Action to Access in Action | 10 min |
| 3 | The Six Access Barrier Domains                                | 8 min  |
| 4 | Walking Through the Five Project Deliverables                 | 15 min |
| 5 | Stakeholder & Community Engagement Expectations               | 10 min |
| 6 | What We Mean by “Innovative Measurement”                      | 8 min  |
| 7 | Submission Requirements & Proposal Sections                   | 8 min  |
| 8 | Key Dates & Timeline                                          | 5 min  |
| 9 | Open Q&A                                                      | 20 min |

# Why We're Here Today

MHR SB invites qualified consultants and organizations to facilitate the development of the Access in Action Plan, the Board's next-generation cross-organizational framework that evolves its prior Equity in Action work.

## **This conference is your chance to:**

- Understand exactly what MHR SB is looking for in a proposal
- Ask questions before you commit time to drafting your response
- Hear directly from MHR SB staff on priorities and expectations
- Confirm all key dates and submission requirements



## **Questions Welcome**

Submitted, but not asked, questions at this conference will be answered and posted publicly so every applicant has the same information.

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Written questions due:

**July 16, 2026**

# Evolving Our Framework

*From Equity in Action (2021) to Access in Action (2026)*

## 2021

### Equity in Action Plan

- Seven-area DEI&B framework
- Leadership, Policy, Training, Staff, Service Delivery, Climate, Reporting
- Resulted in real gains: strengthened culture, stabilized staffing, expanded services



## 2026

### Access in Action Plan

- Reorients the central framework toward documented access barriers
- Awareness, navigation, geography, language, stigma, system complexity
- Centers the residents hardest to reach, not just internal practices



## A Note on What We're Looking For

**This is not a request for off-the-shelf DEI training.**

MHR SB is seeking a consultant who brings innovative, evidence-informed, and community-tested approaches. We want a partner who understands that access equity isn't achieved by making existing systems more visible, but by reducing the distance between residents in need and the services designed to support them.

### **Innovative**

Approaches beyond standard  
organizational assessments

### **Community-Tested**

Methods proven to reach those farthest  
from care

### **Outcome-Driven**

Measurement that captures real change,  
not just activity

# The Six Access Barrier Domains

*Every deliverable should speak to these*



## Awareness

Public knowledge of available services and how to access them



## Navigation

Clarity of entry points, referral pathways, and handoffs



## Geography

Equitable distribution and reach of services across the county



## Language

Accessibility of materials and services for non-English speakers



## Stigma

Barriers rooted in fear, shame, or distrust of the system



## System Complexity

Structural and procedural barriers that delay or prevent access

# Five Project Deliverables

*You may propose for all five, or select specific deliverables*

1

**Access Barrier Assessment & Landscape Analysis**



2

**Access in Action Plan Development**



3

**Stakeholder & Community Engagement Sessions**



4

**Communication & Stigma Reduction Strategy Framework**



5

**Innovative Progress & Success Measurement Framework**



# 1 Access Barrier Assessment & Landscape Analysis

Conduct a structured assessment of documented access barriers affecting Lucas County residents across the behavioral health system, addressing all six domains. Integrate existing MHR SB data, 2026 Strategic Plan survey findings, and targeted stakeholder input.

**What this produces:**

*A written summary document suitable for Board review, mapping the current state of access barriers across awareness, navigation, geography, language, stigma, and system complexity.*



*Timing note: this assessment lays the foundation for Deliverable 2, the written plan itself.*



## 2 Access in Action Plan Development

### The plan must:

- ✓ Explicitly evolve and build upon the 2021 Equity in Action Plan
- ✓ Align with SMARTIE Goal 1: draft within 6 months, Board adoption within 12 months
- ✓ Establish shared principles and priorities across departments, Trustees, providers, and communications
- ✓ Reflect CLAS (Culturally and Linguistically Appropriate Services) standards
- ✓ Address each of the six access barrier domains
- ✓ Prioritize strategies for the hardest-to-reach populations in Lucas County

*This is the cross-organizational framework, the document Trustees adopt and that guides decisions across the system going forward.*

# 3 Stakeholder & Community Engagement Sessions

A credible plan cannot be built solely from the inside. Engagement is required across three distinct groups:

A

Internal Leadership & Staff

2 to 4 sessions with MHRSB leadership, Trustees, and staff to build shared ownership of the framework.

B

System Stakeholders & Providers

1 to 2 sessions with contracted providers and system partners (crisis services, hospitals, schools, justice-involved systems).

C

Community & Consumer Engagement

Required, format proposed by applicant. Must reach residents, individuals with lived experience, and those who have not accessed care.

REQUIRED

# We Don't Prescribe the Method

*Community engagement: bring your best approach*

MHR SB does not dictate the format for community and consumer engagement. We want applicants to propose approaches suited to hard-to-reach populations. Examples include:

Community listening sessions

Peer-facilitated focus groups

Mobile or neighborhood-based outreach

Lived experience advisory panels

**Other methods that generate authentic input**

## What's non-negotiable:

Your methodology must be described in the proposal, and findings from community engagement must be documented and reflected in the final Access in Action Plan. Community and consumer voices are central to development, not optional or supplementary.

4

# Communication & Stigma Reduction Strategy Framework

Develop a written framework for external communication consistent with the 2026 Strategic Plan's requirement for a coordinated, trackable, community-facing campaign.

36+

annual public-facing touchpoints recommended, minimum

1/qtr

touchpoint highlighting lived experience or priority populations

10%

target year-over-year improvement in engagement metrics

The framework should also:

- Identify priority channels and audiences, with attention to underserved populations
- Recommend messaging that reduces stigma and increases awareness of Board-funded services
- Be implementable by MHRSB staff on existing platforms, no new technology required

# 5

## Innovative Progress & Success Measurement Framework

**We are not seeking traditional compliance scorecards or activity-count reports.**

### Not This

- ✗ Training completion rates
- ✗ Demographic head-counts
- ✗ End-of-cycle reporting only

### This Instead

- ✓ Population-level change in access, awareness, navigation, and trust
- ✓ Qualitative, community-sourced indicators centering lived experience
- ✓ Leading indicators that allow real-time course correction

# Measurement Framework Requirements

*What your proposal should demonstrate*



## **Feasible within existing infrastructure**

Must work with SmartCare and Creatio, no significant new technology investment required



## **Community feedback loops**

Give community members, providers, and individuals with lived experience a visible role in assessing real progress



## **Aligned with SMARTIE & Trustee reporting**

Supports the Board's existing reporting cadence and structure



## **At least one concrete example required**

Describe your philosophy and provide one example of an innovative or outcome-oriented metric you've used before

# Submission Requirements

*Format matters, follow this exactly*

## Format Rules

- Microsoft Word or PDF only
- 1-inch margins on all sides
- Times New Roman or Calibri, 10-point minimum
- 7 pages maximum (excludes cover page and attachments)
- Sections in order: A through F
- Electronic submission only, no fax or mail

## Proposal Sections

- A.** Cover Sheet (signed)
- B.** MBE Status
- C.** Qualifications
- D.** Experience & Ability to Perform
- E.** References (three required)
- F.** Pricing

# Section D Is Where You Differentiate

*Experience & Ability to Perform This Work*

- 1 Which deliverable(s) are you proposing for?
- 2 Your approach to facilitation, plan development, and community engagement
- 3 Your familiarity with behavioral health access barriers
- 4 How your approach authentically evolves Equity in Action without abandoning its intent
- 5 Your strategy for reaching the hardest-to-reach populations
- 6 Your approach to measuring progress beyond compliance metrics
- 7 Relevant case studies or work examples, if applicable



# Key Dates

Mark your calendar



*After award: planning begins within 21 days. Draft plan due within 6 months. Board adoption within 12 months of kickoff.*

# Staying Informed

*Two things to remember*



## Submit Questions in Writing

All questions go to [netmail@lcmhrsb.oh.gov](mailto:netmail@lcmhrsb.oh.gov) no later than July 16, 2026. Do not contact other MHR SB staff directly; doing so may disqualify your proposal.

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**[netmail@lcmhrsb.oh.gov](mailto:netmail@lcmhrsb.oh.gov)**



## Check Our Website

All answers from today's conference and any addenda will be posted publicly. It is your responsibility to check for updates before submitting.

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**[www.lcmhrsb.oh.gov](http://www.lcmhrsb.oh.gov)**



# Open Discussion

What questions can we answer for you today?

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*Remember: written questions submitted after today are due by July 16, 2026*

# Thank You

We look forward to your proposal.

|                       |                                  |
|-----------------------|----------------------------------|
| Written Questions Due | July 16, 2026                    |
| Proposals Due         | July 23, 2026, 5:00 PM ET        |
| Submit To             | netmail@lcmhrs.gov               |
| Award Notification    | By August 20, 2026 (Tentatively) |