

HEALTH MANAGEMENT ASSOCIATES

July 8, 2022

Teresa Deaton-Reese, CPPB, CPPO
Procurement Consultant
Indiana Department of Administration
Procurement Division
402 W. Washington Street, Room W468
Indianapolis, Indiana 46204

Dear Ms. Deaton-Reese:

Health Management Associates, Inc. (HMA) is pleased to submit our proposal to the Indiana Department of Administration, Family and Social Services Administration, Division of Mental Health and Addiction to provide an **Assessment of Federal Culturally Linguistically Appropriate Services (CLAS) Standards in Indiana's Community Mental Health Center (CMHC) Workforce and Service Provision** in response to **RFP 22-71736**.

HMA's proposed team includes national and local equity and behavioral health experts who have a passion for and knowledge of working with state agencies and have demonstrated experience in assessing and implementing federal CLAS standards and operationalizing health equity. Leveraging our comprehensive expertise and knowledge of the CLAS standards, HMA will implement an assessment for the 24 CMHCs that will include two branches: 1) internal culture of CMHCs, where we will gain a better understanding of the workplace culture and belonging within each CMHC; and 2) delivery of services, where we will gain an understanding of how various populations across the state are engaged with and treated by the CMHC system. HMA also stands ready to provide technical assistance and implementation support after the completion of the assessments.

HMA has the expertise and capacity to effectively kick off this engagement and work collaboratively with the state and with the Indiana Council for Mental Health Centers. Throughout this process, we will develop and submit the required Assessment Plan (Internal Culture and Delivery of Services), Assessment Report (Internal Culture), Assessment Report (Delivery of Services), Recommendations Report (Internal Culture), and Recommendations Report (Delivery of Services) within established timelines.

HMA's team will effectively complete the requirements as outlined in the RFP. Through our engagement, we will foster a culture of learning that will aid the Indiana Department of Administration in implementing the recommendations that are identified through the assessment.

HMA's team includes Maddy Shea, PhD, who brings significant expertise regarding the federal CLAS standards. In fact, Dr. Shea co-led the development of the federal CLAS standard comprehensive tool kits that were created by the Centers for Medicare & Medicaid Services Office of Minority Health. The tool kits break down actions by standard to address CLAS needs among racial and ethnic minorities, sexual and gender minorities, and persons with disabilities. Each standard is further broken down by application setting. Dr. Shea's comprehensive knowledge and expertise regarding the CLAS standards will provide meaningful knowledge for the development of our approach for this assessment and the implementation of the recommendations.

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HMA is a private, for-profit "C" corporation, incorporated in the State of Michigan in good standing and legally doing business as Health Management Associates, Inc with a Federal Employer Identification Number of 38-2599727. HMA is also in good standing with the Office of the Indiana Secretary of State with a business ID of 2000020900370 and a bidder ID of 0000003348.

Please contact our proposals director, Ann Filiault, at proposals@healthmanagement.com, 518-801-0003, or 120 N. Washington Square, Suite 705, Lansing, MI 48933 if you have any questions regarding this response. As chief administrative officer, I am authorized to bind HMA contractually with this bid.

We are excited about the prospect of working with the Family and Social Services Administration, Division of Mental Health and Addiction in Indiana, and we are confident HMA will provide exemplary service on this project. Thank you for the opportunity to bid on this very important work. We look forward to your decision.

Sincerely,

A handwritten signature in blue ink that reads "Kelly Johnson". The signature is written in a cursive style with a long, sweeping tail on the "n" of Johnson.

Kelly Johnson

Chief Administrative Officer