

2023 Contract Renewals

KCRHA Implementation Board
Budget Committee

June 14, 2023



KCRHA
King County Regional Homelessness Authority

Agenda

- **Contracts and Procurement**
- **Current Status**
- **2023 RHA Contract Process**
 - Process Supports in 2023
 - Challenges in 2023
- **Next Steps for Improvement**



Contracts & Procurement

- Contracts are the **core work of the agency** and the path to accountability and transforming the system
- Contracting **should be predictable and timely** for all partners
- **We recognize the need to improve** and streamline the contracting process

Current Status

- [Dashboard for tracking progress](#)
- **210** out of 213 (99%) Contracts are Fully Executed
 - \$113 Million on contract
 - \$114,000 in contracts remaining to be executed
- **3** Contracts Remain to be executed
 - **1** contract is in KCRHA review for terms, accounting, or regulatory compliance
 - **2** contracts are in review with service providers
- KCRHA is ready to pay providers as soon as contracts are finalized
 - Average time from invoice submission to payment is **5 days**

10 Steps of Contracting Process

Awards

Kick-Off

Update
Budget and
Scope

Contract
Negotiation

Signed
Contracts

1. KCRHA's regular budget is approved and funding becomes available.

2. Award letters are sent to grantees based on approved funding

3. KCRHA hosts kick-off meeting with service providers to open their contracts in FLUXX

4. Service providers update their Budget and Scope of Work in FLUXX

5. KCRHA hosts open office hours for service providers

6. KCRHA sends contracts to service providers who have input their Budget and Scope of Work

7. Service providers review contracts

8. Service providers and KCRHA review contracts, ensure accountability and regulatory compliance, and negotiate for any changes

9. KCRHA conducts final executive review of all contracts

10. After all these steps are completed, we have a final executed contract.

Service providers have invoiced when in the final stages, even before the contract is executed

There are opportunities to streamline and accelerate these steps.

2023 Contract Process Supports

➤ Office Hours

- Twice-weekly drop-in office hours held January 29–February 24

➤ Increased Capacity

- KCRHA engaged a firm with homelessness funding and service expertise to assist in increasing KCRHA capacity for reviews and contract execution

➤ Concurrent Invoicing

- Invoicing open to providers to submit prior to final contract execution
- KCRHA staff are reviewing invoices and prepared to pay as soon as contracts are fully executed

Challenges in 2023

- **Contract Initiation Timeline**
 - KCRHA funding approved in December 2022
 - KCRHA contracts were not initiated until after final funding was approved
- **Renewal Process in Fluxx was More Complicated than Anticipated**
 - Contracts had to be generated manually rather than automatically by Fluxx
- **2023 Contract Boilerplate Added New Components**
 - Additional time was needed to discuss new provisions with service providers
- **Vacant Positions and Hiring Challenges**
 - KCRHA had 4 vacant positions in the finance and contracting teams
 - Staff in these fields are in incredibly high demand in today's labor market
 - It is difficult to recruit qualified staff for these positions because of this high demand

Next Steps for Improvement

- Execute three remaining contracts as soon as possible
- Program Managers and HUD Technical Assistance held Open Office Hours for providers with federally-funded Continuum of Care Contracts
- Dedicated Technical Assistance on Fluxx Contract Management System:
 - Fixing bugs in the platform
 - Direct assistance to service providers and RHA Staff
- KCRHA Staffing
 - Budget request for additional finance staff
 - New Contracts and Compliance Manager started June 5, 2023
 - Engaged Recruiter to expedite hiring for remaining vacant positions
- Review other contract management systems as potential Fluxx replacement
- Transparency and Process Improvement
 - Invoicing dashboard in development
 - Process improvement exercise planned with providers and RHA staff for Summer 2023 to streamline and increase efficiency of contracting in preparation for 2024 contracts

Thank You

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