



# State of Illinois State Use Program Three-Year Plan

Fiscal Years 2019-2021

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## State Use Program Three-Year Strategic Plan: FY 19 through FY 21

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### **Introduction**

To many, the State Use Program is an example of State Government operating at its best. The Program, established by law in 1983 (P.A. 82-1052), was designed to use the State's tremendous purchasing power as a catalyst for employing persons with significant disabilities. The State Use Committee, with the administrative and operational support of the Department of Central Management Services (CMS), oversees the State Use Program and authorizes all contracts for goods and services between State Agencies and qualified not-for-profit entities. CMS's State Use Program Coordinator facilitates and promotes existing State Use Program contracts and acts as a bridge between the Committee, State Agencies, and qualified not-for-profit entities, in an effort to increase the types and amount of goods and services persons with significant disabilities provide to the State. During Fiscal Year 2017, 2,079 persons with significant disabilities spent 958,639 hours providing goods and services to various State Agencies through Committee-approved contracts valued at approximately \$66,043,135.

### **Plan Updates**

The Committee is required by law to adopt a strategic plan for increasing the number of products and services purchased through State Use contracts. Additionally, a plan should include the feasibility of developing mandatory set-aside contracts. Effective August 18, 2017, Public Act 100-0203 now requires the Committee to update its strategic plan every three years. The previous plan (which was adopted in 2011 and covered the 2012-2016 fiscal years) recommended legislation that would set a percentage goal for state agency procurement of goods and services to be achieved through the utilization of State Use Vendors.

### **Utilization of Technology**

While there is no goal-setting statute exclusive to State Use contracts, the Business Enterprise Program (BEP) is an example of a program which encourages movement toward utilizing State Use vendors, in addition to minority- and women-owned businesses and businesses owned by persons with disabilities. State Use contracts count toward a State Agency's overall BEP goal, which provides an incentive for State Agencies to utilize State Use vendors in addition to the simplified State Use procurement process. In recent years, BEP has adopted an electronic certification portal (B2G) to expedite its business certification process. An additional portal for State Use vendors has also been added to B2G. Continued cooperation with BEP staff, as well as getting State Use vendor registration added to the B2G portal, has allowed vendors to more quickly and easily register for the State Use Program. It is the goal of the State Use Program to have all vendors registered and renewing credentials through the site by the end of the current fiscal year.

## **Overcoming Obstacles**

Over the past few years, due to retirements and the State's continued financial crisis, CMS staff assigned to the State Use Program were gradually reduced to zero. Budgets for staff travel and membership in the State Use Programs Association (SUPRA) were also eliminated. Together, these factors have severely disrupted the State Use Committee's ability to carry out several of the Program's vital functions, including the ongoing need of someone to oversee the program and establish relationships with vendors and agencies. The Committee anticipates that with the recent hiring of a new State Use Coordinator that the tasks set by the Three-Year plan will be implemented and goals achieved.

## **Three-Year Strategic Plan Goals and Objectives**

With the help of the State Use Coordinator and the close relationships formed between vendors and State Agencies, the Committee believes the State Use Program could show a 30% increase in dollars spent utilizing State Use vendors at the end of Fiscal Year 2021 and thereby increase employment opportunities for people with significant disabilities. The State Use Program is made up of individuals committed to its goals and the needs of persons with disabilities. Despite recent setbacks, the Program continues to grow. The Committee's and Coordinator's commitment, along with the cooperation of State Agencies, can make an even greater impact on the lives of many more individuals with significant disabilities.

### **Goal I**

Grow contracts between community entities and State agencies.

#### **Objective A**

Identify opportunities and barriers to implementing State Use contracts.

##### **Action Steps:**

1. Track and study State contracting needs for products and services to identify short and long-range opportunities, and make this information available to community agencies that qualify for State Use. List the information on website and keep it updated.
2. Identify which State agencies are utilizing the State Use Program and which agencies need to be developed.
3. Identify which units of local government are utilizing the State Use Program and which units need to be developed, including State universities and colleges. Survey community agencies as to which units of local government they are supplying services and products, and for which they are not supplying services and products.

#### **Objective B**

Identify and secure new opportunities for products and services with an emphasis on State and local governments.

Action Steps:

1. Match existing products and services to all State agencies who are not utilizing them.
2. Secure contracting opportunities with all State agencies.
3. Match existing products and services to units of local government.
4. Secure a 10% increase per year in the number of contracting opportunities with units of local government and State universities and colleges.

Objective C

Increase the numbers and diversity of products and services offered by community agencies.

Action Steps:

1. Identify five new product opportunities.
2. Identify three new service opportunities.
3. Solicit community agencies to determine who can supply or develop the new products or services.

Objective D

Increase the number of products and services purchased by State agencies, units of local government, and State universities and colleges.

Action Steps:

1. Identify five new product opportunities purchased by State agencies, units of local government and State universities and colleges.
2. Identify three new service opportunities purchased by State agencies, units of local government and State universities and colleges.

**Goal II**

Broaden recognition for Illinois as a leader in the employment of people with severe disabilities.

Objective A

Advance Public Policy to support the employment of people with severe disabilities.

Action Step:

1. Increase legislative awareness of the State Use Program, its value and the objectives of the three-year strategic plan.

2. Identify advocates from all levels of government that will support legislation beneficial to the State Use Program.
3. Develop legislative mandates for the State Use Program to be the first choice provider of products and services.
4. Establish adequate budget for staffing and other needs to accomplish goals.

### **Goal III**

Enhance the partnership between State Use Program and community agencies.

#### **Objective A**

Enhance communication and coordination between community agencies and State agencies to achieve long term growth and sustainability of contracts.

##### Action Steps:

1. The State Use Program functions will include being a clearing house of information for products and services.
2. Educate community agencies on development strategies.
3. Regular communication through a combination of site visits and use of evolving available technologies to enhance the partnership between the State Use Program and the community agencies.

### **Goal IV**

Promote the State Use Program.

#### **Objective A**

Market the State Use Program to State agencies and to community agencies as a clearing house for products and services.

##### Action Steps:

1. Identify success stories.
2. Market our successes through the use of technology and social marketing.
3. Develop and implement a specific plan for marketing to each State agency.
4. Join SUPRA to obtain exposure to ideas, to enhance the State Use Program to participate in national surveys, and to learn what other states are doing.
5. Recognize and celebrate the buyers, community agencies and individuals with disabilities through an awards recognition program in conjunction with existing recognition programs ie ICED (Illinois Committee on Employees with Disabilities), and IDCEO (Illinois Department of Commerce & Economic Opportunity)

### Objective B

Establish a collaboration with the Illinois Department of Human Services Division of Rehabilitation to expand employment opportunities.

#### Action Steps:

1. Meet with the Director of Illinois Division of Rehabilitation Services to assess common goals, and to establish a collaborative working relationship.
2. Identify Illinois Division of Rehabilitation Services placements into jobs created through the State Use Program.
3. Increase the Illinois Division of Rehabilitation Services placements into State Use contracts by 30% over a 3-year period.

### Objective C

Investigate the benefits to State Agencies that purchase State Use Program products and services.

#### Action Steps:

1. Identify benefit to state agency when the decision is made to purchase from a State Use Community Agency.
2. Incorporate the result into the annual State Use report.
3. Grow State Use Program by 30% at the end of Fiscal Year 2021

### **Conclusion**

The State Use Program will continue to change the lives of the individuals who are able to utilize this invaluable program through the ongoing support of the State of Illinois legislature. It is with the help of State leadership, State Agencies, and the State Use Committee that we have a commitment to do what is best for the people within our state who have significant disabilities and want the opportunity to work. Continued support of the Program not only benefits the State but also the people living within it.