

## Issues Identified in the September Meeting

Identified Issue Benefitting Clients not Captured in Contracts	Suggested Solution	How Can the Suggestion be Measured in Future Contracts	Potential Contract Area	Notes
Solutions not identified in the program design or application submitted by contractor.	<ul style="list-style-type: none"> <li>• Provide auxiliary funding.</li> </ul>			
Trauma is not always identified.	<ul style="list-style-type: none"> <li>• Provide agency to client so they can change the trajectory of their life.</li> </ul>			
Gaining a clients' trust so they will talk with provider staff about the self-identified barriers in their lives.	<ul style="list-style-type: none"> <li>• Document time spent with clients &amp; issues discussed.</li> </ul>			
Generational poverty				
Systemic racism in our society				
Normalizing the harm throughout the process, starting with intake.				
How do you measure preventing an incident that doesn't happen.				
The current structure discourages "high touch"	<ul style="list-style-type: none"> <li>• Develop contracts that allow for lower caseloads and livable wage salaries.</li> </ul>	<ul style="list-style-type: none"> <li>• Smaller caseloads and livable wages are documented in the contract.</li> </ul>		
Challenges small contractors have with compliance.	<ul style="list-style-type: none"> <li>• Auxiliary and/or flexible funding.</li> <li>• Allow third party entities to provide compliance information.</li> </ul>			
Support for collecting information and data that dismantles "the system"				
Painting a picture about the clients' success outside of the milestone for success identified in the RFP and the contract.				

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Time spent with clients is not captured as a deliverable or in the created and approved budget.				
Measuring time spent with families which results in benefiting the clients.				
Returning citizens do not see employment as a long term process, so they often treat it like a hustle.				
Innovation beyond the agreed upon strategies.				
Violations and situations that are prevented due to the work of the service provider.				
Smaller grassroots organizations won't apply because of the stigma in the community about working with Probation.				