

DHHS Procurement Training & Education

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Problem

- From 2022-2024 DHHS experienced a significant increase in turnover of key personnel across the Agency. This included procurement /grant professionals as well as business leaders.
- This created gaps in procurement & grant knowledge and a breakdown in process and quality.

Solution

1) Develop & implement high level procurement training specifically, for

Agency leadership and procurement/grant professionals across the Agency.

- This training was designed to level set procurement knowledge, manage expectations, gain efficiencies and promote best practices. Topics include Introduction to Public Procurement, OPCG, the States Procurement Process, and Procurement Best Practices. This training is offered every other month and to date we have trained over 1000 Agency leaders and procurement professionals.

2) Develop & implement technical training to address known gaps, trends and customer feedback.

- Topics include Grants 101, Indirect Costs, Purchasing 101, Waivers of Competition, Contract Management, Market Research and Negotiations. One training topic is offered each month and to date we have trained over 320 personnel

3) Consistently champion professional development, procurement education, and all DOA procurement academy certification programs.

The Cost (time and resources)

- We leveraged procurement staff and pre-existing contractor support personnel to develop the training material, the schedule and advertise across the Agency.
- We utilize DHHS procurement managers to conduct the training and to update material based on customer feedback.

Results

The juice is worth the squeeze!

We provided training for over 300 Agency leaders and procurement professionals; we have seen a 23% increase in NCPA certifications (NCP. NCCM. NCPO) and an 84% increase in program enrollment.

Our efforts have received positive feedback from our customers & staff alike, proactive customer collaboration (before a risk becomes an issue) is on the rise, vacancy rates are at a 3-year low, customer knowledge, trust and confidence in the procurement process is increasing and we are gaining buy-in regarding the strategic value that procurement brings to the organization.



PEAK THANK YOU!

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