

CMS Facilitation Past Performance

FACILITATION			
Customer:	Center for Medicaid & Medicare		
Role (Prime/Sub):	Subcontractor	Prime:	Human Technology Inc
Prime Info (if sub):	<i>(Name, title, address, phone, email)</i>		
CO POC Name & Title:	CO POC Address:	CO POC Phone & Email:	
Tech POC Name & Title:	Tech POC Address:	Tech POC Phone & Email:	
Contract#:		Contract Type:	
Contract Value:		Period of Performance:	
Description of the type of worked performed: Facilitation			
Overview: MTI performed two facilitations for the Office of Minority Health (OMH) at the Center for Medicaid and Medicare. The first facilitation was for the leadership team of OMH. The second facilitation was for the staff and leadership of OMH. Prior to the facilitated meetings MTI worked with the retreat organizer to determine the goals and objectives of each retreat, develop an agenda based upon the discussion and then made any adjustments to the agenda based upon the feedback. MTI also worked with the retreat organizer to determine the logistical needs of the meetings including room setup, materials needed, etc. Finally the agenda and logistics were finalized in preparation for the one day leadership retreat and one and half day full team retreat. During the leadership retreat MTI worked with the five person leadership team to review their strategic goals, objectives, and priority areas and update, add and/or delete items from the list for the next year. Secondly MTI supported the team in creating and documenting working norms for the leadership group as well as each of their teams. And finally MTI supported the team in reporting out focus group findings that were conducted by MTI and helping them brainstorm ideas for addressing the focus group feedback. For the full team retreat MTI worked with the team to report out on the leadership thoughts from their retreat on strategic areas, focus group actions as well as group norms and then worked with the rest of the organization to build buy-in, provide additional input and insights on projects/day to day work to support the strategic goals, and finally brainstorm ways to implement the working norms in the hybrid environment. After both of the sessions MTI sent out evaluation forms to get feedback from the sessions and provide it back to the leadership team.			