

EXECUTIVE COMMITTEE



ACTION ITEM #1.2

SUBMITTAL DATE: APRIL 11, 2012

SUBJECT: Strategic Planning and Continuous Quality Improvement (CQI) Consultant Program Year 2012/13

RECOMMENDED MOTION: That the Workforce Investment Board (WIB) Executive Committee approves Workforce Investment Act funding, for Strumpf Associates for consultant services in an amount not to exceed \$45,200.

BACKGROUND: On February 24, 2011, a Request for Proposal (RFP) was released soliciting consulting services for the Riverside County Workforce Investment Board's Strategic Planning and CQI consultant. The procurement covers a period of three years, effective July 1, 2011 through June 30, 2014.

Strumpf Associates has assisted the WIB, the Workforce Development Center's (WDC) management, and the Council for Youth Development in becoming high performance organizations by providing training and guidance in the areas of workforce strategic planning, system building, program evaluation, and continuous quality improvement. A contract was executed effective July 1, 2011 for one year, with subsequent funding contingent upon need, contract performance and funding availability. The following deliverables were completed as agreed:

- Certified three Youth Opportunity Centers in accordance with Council on Youth Development quality assurance systems.
- Provided training to the Joint Leadership Team in CQI principles and practices in order to support the WIBs strategic plan using best practices.
- Provided guided instruction and coaching to various CQI Teams.
- Facilitated development of the WIB's four year Strategic Plan (2011-2014) based on input from regional meetings, focus groups and the WIB Strategic Planning retreat.
- Facilitated development of the WIB's Advocacy Platform.
- Designed data collection methods, provided data analysis, and prepared reports to measure program and process effectiveness for use in program planning: Business Customer Return On Investment (ROI), Annual Mystery Shopper (jobseeker, business customers), Annual Internal Customer Satisfaction Survey, Critical Measures, Strategic Plan Outcome Measures

In PY 2012/13 Strumpf Associates will continue to support and strengthen the county's workforce development system by delivering the following services:

- Provide interpretation and technical assistance for the California Award for Performance Excellence submittal
- Provide Riverside County Youth Opportunity Center certification services for the Council for Youth Development quality assurance system
- Provide support and technical assistance to the WIB regional committees
- Facilitate the annual WDC Leadership and WIB Strategic Planning retreats
- Continue to refine the metrics with which to measure the WIB strategic plan and the workforce development division critical measures successes

EXECUTIVE COMMITTEE Date: April 11, 2012 Approval: Yes/No	BOARD OF SUPERVISORS CONCURRENCE Required: Yes/No
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