

EXECUTIVE COMMITTEE



ACTION ITEM 1.2

SUBMITTAL DATE: April 16, 2008

SUBJECT: Program Year (PY) 2008/09 Strategic Planning/Continuous Quality Improvement Consultant Funding Recommendation

RECOMMENDATION: That the Workforce Development Board (WDB) Executive Committee approve the PY 2008/09 recommendation to fund \$86,400 in WIA funds for Strumpf Associates to provide Strategic Planning/Continuous Quality Improvement (CQI) Consultant services and authorize the Workforce Development Administrator to negotiate and execute an agreement for these services within 10 % of the recommended amount

BACKGROUND:

On February 13, 2007, a Request for Proposal (RFP) was released soliciting for consultant services to assist in the Strategic Planning/CQI process. The procurement covers a period of three years, effective July 1, 2007, through June 30, 2010. The contract will be awarded on an annual basis with continued funding being based on satisfactory service delivery and availability of funds.

In a continued effort to operate the Riverside County Workforce Development Center (WDC) as a high performance work organization, there is an on-going need for guidance and training by a consultant with expertise in strategic planning, implementation, program evaluation, quality improvement, and system building. Since 2001, Strumpf Associates has been providing CQI training and services to:

- Workforce Development Board (WDB)
- Youth Opportunity Centers (YOC),
- Council for Youth Development (CYD)
- Workforce Development Center Management, Staff and Partners

Deliverable services achieved during this time includes, but were not limited to:

- Facilitating the CQI kick-off which introduced and trained all Center staff and partners in the concepts of CQI;
- Developing Quality Standards to guide each YOC in meeting or exceeding criteria necessary to become a certified YOC;
- Creating and administrating an organization-wide self-assessment tool which helped identify strategies and processes to be implemented for higher levels of quality performance;
- Interpreting assessment results and assisting management in developing a CQI plan;
- Orchestrating teams whose goals are to define and streamline the internal processes of the Organization
- Facilitating the WDB Strategic Planning process. Strumpf Associates conducted focus groups in each region for job seekers, businesses, and stakeholders. Data

results from these focus groups were compiled into a "data book" to be used by the WDB Strategic Planning Teams. Strumpf Associates facilitated regional strategic planning events and a County-wide strategic planning retreat, where the results of the regional efforts were examined to create a workforce area strategic plan.

In Program Year 2008\09 Strumpf Associates will be providing the following services:

- WDB Strategic Planning Implementation
 - Meet with four WDB regional committees
 - Work with staff to align work with the strategic plan
- YOC Certification process training (Rubidoux)
- YOC certification (Rubidoux, Hemet)
- Facilitate CQI Systems Alignment Team
- Facilitate Steering Committee
- Facilitate Information and Analysis Team
- Change Cycle Training for Supervisor and Managers
- Provide coaching for WDC Managers
- Facilitate the Leadership Forum with Economic Development Agency and Employment Development Department Managers
- Assist in the implementation of Integrated Service Delivery
- Assist with preparation for the California Quality Award Certification process

This funding recommendation is based on the experience in continued improvement of a quality assurance system, development of CQI through training and technical support for staff and extensive experience with Youth Services.

EXECUTIVE COMMITTEE Date: Approval: Yes/No	BOARD OF SUPERVISORS CONCURRENCE Required: Yes/No
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