

## EXECUTIVE COMMITTEE

**ACTION ITEM # 1.7**

**SUBMITTAL DATE:** April 21, 2010

**SUBJECT:** Strumpf Associates Center for Strategic Change One-Year Renewal

**RECOMMENDED MOTION:** That the Workforce Investment Board (WIB) Executive Committee approve a one-year renewal to the agreement with Strumpf Associates Center for Strategic Change in the amount of \$125,000 for the period of July 1, 2010 through June 30, 2011 and authorize the Director of Workforce Development or her designee to execute a renewal agreement within 10 percent of the recommended funding amount.

**BACKGROUND:** On February 13, 2007, a Request for Proposal (RFP) was released soliciting for consultant services to assist with the Workforce Investment Board and Workforce Development Centers Strategic Planning and Continuous Quality Improvement (CQI) processes. The procurement covered a period of three years, July 1, 2007 through June 30, 2010. The final renewal option expires on June 30, 2010.

An additional one-year renewal is being requested in order to avoid disruption of current organizational strategic planning and CQI efforts and execution of the WIB American Recovery and Reinvestment Act (ARRA) plan. These efforts will result in increased accountability, operating efficiency/reduction of costs, and customer satisfaction.

Strumpf Associates has assisted the WIB, the Workforce Development Center's (WDC) management, and the Council for Youth Development in becoming high performance work organizations by providing training and guidance in the areas of workforce strategic planning, system building, program evaluation, and continuous quality improvement.

In PY 2010/11, Strumpf Associates will continue to support and strengthen the county's workforce development system by delivering the following services:

- Provide general consultant services on an as-needed basis to ensure a comprehensive workforce development system that serves Riverside County residents, including youth.
- Support the WIB with strategic planning, strategic plans execution, strategic process improvements and establishment of outcome measures.
- Provide guidance to the WIB and its committees on establishing system policies that will assist the WIB in achieving its mission and goals.
- Assist in the implementation of the WIB's ARRA plan by expanding the capacity of Local Workforce Investment Act staff to act swiftly and strategically.
- Evaluate how the organization selects, gathers, analyzes, manages, and improves its data, information, and knowledge assets and how it manages its information technology.
- Evaluate key organizational work processes including, (1) Work Process Design, (2) Work Process Management, and (3) Work Process Improvement.
- Expand customer satisfaction determination methods by means of: Mystery shopping data collection; focus groups; expanded customer surveys; and, etc.
- Provide ongoing training and technical support to LWIA staff and community partners on Continuous Quality Improvement (CQI) principles and practices. Assist LWIA staff and community partners with effective implementation of CQI practices to ensure that quality standards are met.
- Work closely and continue to train internal CQI coordinator to increase skills and ensure a seamless transition of functions.

- Assist with oversight of the quality assurance system and certification process that has been established for the youth service delivery system, which includes certification of Riverside County Youth Opportunity Centers.
- Conduct individual leadership development sessions, quarterly joint leadership forums, and summer youth contractor's forums.
- Facilitate annual strategic planning and leadership retreats.

ARRA funds must be fully expended by June 2011. If additional consultant services are required past this date, a competitive procurement will be conducted.

<p>EXECUTIVE COMMITTEE</p> <p>Date: <i>April 21, 2010</i></p> <p>Approval: Yes/No</p>	<p>BOARD OF SUPERVISORS CONCURRENCE</p> <p>Required: Yes/No</p>
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