

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

302



**FROM:** Economic Development Agency

**SUBMITTAL DATE:**  
December 2, 2003

**SUBJECT:** The Workforce Development Board and Council for Youth Development's Continuous Quality Improvement Certification

**RECOMMENDED MOTION:** That the Riverside County Board of Supervisors approve the WDB and CYD's Continuous Quality Improvement Certification process for the Youth Opportunity Centers of Riverside County.

**BACKGROUND:** The goal of the Workforce Development Board (WDB) and Council for Youth Development (CYD) is to ensure every youth receiving Workforce Investment Act (WIA)-funded services in the Youth Opportunity Centers (YOC) is provided the highest quality of services. As a result, the WDB and CYD have established a Continuous Quality Improvement (CQI) system based on the principles and criteria of the Malcolm Baldrige National Quality Award. YOC operators will be measured in seven areas: leadership, strategic planning, customer and market focus, information and analysis, human resource focus process management and business results. These standards will hold YOC operators accountable for performance excellence and demonstrate the county's commitment to quality services for youth.

In addition to meeting WIA quantitative performance standards, all operators must meet or exceed the quality standards. A CQI Certification Team comprised of private and public sector leaders, who have no financial stake or conflict of interest, has been established to evaluate the operation of each Youth Opportunity Center. Operators who meet or exceed the quality standards will continue to receive WIA

\_\_\_\_\_  
Bradley J. Hudson, Assistant CEO/EDA

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$ 0	In-Current Year Budget:	n/a
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	n/a
	Annual Net County Cost:	\$ 0	For Fiscal Year:	2004
<b>SOURCE OF FUNDS:</b> n/a				Positions To Be Deleted Per A-30 <input type="checkbox"/>
				Requires 4/5 Vote <input type="checkbox"/>

**C.E.O. RECOMMENDATION:** **APPROVE**

**County Executive Office Signature**

- Dep't Recomm.:  Policy
- Per Exec. Ofc.:  Policy
- Consent
- Policy
- Consent

**Prev. Agn. Ref.:** | **District:** All | **Agenda Number:**

funding and be certified as a Continuous Quality Improvement organization with the CYD's Quality Award for Excellence seal. All current Youth Opportunity Center operators must be certified by December 31, 2004, in order to continue receiving WIA funding.

The Council for Youth Development will develop a list of qualified, back-up operators for each YOC. In the event a current YOC operator fails to meet the quality standards, the current YOC operator will not continue to be funded. A new operator will be identified from the qualified list to manage that existing Youth Opportunity Center. The community will not lose the YOC, and the youth of the community will be ensured quality services. The new operator will have one year to receive Continuous Quality Improvement certification.

The application packet for certification became available in June 2003, giving the operators 18 months before the deadline to make the necessary organizational and programmatic changes in order to meet the quality standards. Opportunities to participate in training and receive individual technical assistance have been provided for the past year and will continue to be available throughout 2004.