

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

948



**FROM:** Economic Development Agency

**SUBMITTAL DATE:**  
May 26, 2010

**SUBJECT:** Workforce Investment Board Strategic Planning/Continuous Quality Improvement Consultant Funding Recommendation

**RECOMMENDED MOTION:** That the Riverside County Board of Supervisors:

1. Approve a one-year renewal in the amount of \$125,000 in Workforce Investment Act (WIA) funds for Strumpf Associates Center to provide change management expertise, strategic planning assistance and Continuous Quality Improvement (CQI) services for Program Year 2010/2011.
2. Authorize the Director of Workforce Development or designee to negotiate and execute an agreement for these services within 10% of the recommended amount and sign any ministerial amendments. All contracts will be approved by County Counsel prior to execution.

**BACKGROUND:** (Commences on Page 2)

Robert Field  
Assistant County Executive Officer/EDA

|                       |                               |            |                         |       |
|-----------------------|-------------------------------|------------|-------------------------|-------|
| <b>FINANCIAL DATA</b> | Current F.Y. Total Cost:      | \$ 125,000 | In Current Year Budget: | Yes   |
|                       | Current F.Y. Net County Cost: | \$ 0       | Budget Adjustment:      | No    |
|                       | Annual Net County Cost:       | \$ 0       | For Fiscal Year:        | 10/11 |

**COMPANION ITEM ON BOARD OF DIRECTORS AGENDA:**

|   |   |                          |
|---|---|--------------------------|
| <b>SOURCE OF FUNDS:</b> 100% Federal Funds – American Recovery and Reinvestment Act (ARRA) and Workforce Investment Act (WIA) | <b>Positions To Be Deleted Per A-30</b> | <input type="checkbox"/> |
|   | <b>Requires 4/5 Vote</b>                | <input type="checkbox"/> |

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

BY:

**County Executive Office Signature**

**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Buster, seconded by Supervisor Stone and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Buster, Tavaglione, Stone and Ashley  
Nays: None  
Absent: Benoit  
Date: June 8, 2010  
xc: EDA, Auditor

Kecia Harper-Ihem  
Clerk of the Board  
By: Deputy

**Prev. Agn. Ref.:** 3.12 of 6/12/2007, 3.18 of 6/3/2008, District: ALL  
3.33 of 07/21/09

**Agenda Number:**

**3.25**

FORM APPROVED COUNTY COUNSEL  
 BY: NEAL R. KIPNIS DATE: 5/26/10  
 FISCAL PROCEDURES APPROVED  
 BY: ROBERT E. BYRD, AUDITOR-CONTROLLER  
 BY: Samuel Wong 5/25/10  
 Departmental Concurrence: SAMUEL WONG

Policy  Policy  
 Consent  Consent  
 Dept's Recomm.:  Per Exec. Ofc.:

**BACKGROUND:**

On February 13, 2007, a Request for Proposal (RFP) was released soliciting consulting services for the Riverside County Workforce Investment Boards' (WIBs) Strategic Planning and CQI processes. The procurement covered a period of 3 years, effective July 1, 2007, to 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 plan execution, strategic process improvements and the establishment of outcome measures.
- Continue supporting the WIBs deployment of the ARRA plan through June 30, 2011 by expanding the capacity of workforce staff.
- Expand customer satisfaction determination methods by means of: Focus groups; expanded customer surveys; mystery shopping data collection; etc.
- Continue the quality certification process that has been established for the youth service delivery system, which includes certification of Riverside County Youth Opportunity Centers.

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