



Board Agenda Item 52

DATE: October 23, 2018

TO: Board of Supervisors

SUBMITTED BY: Delfino E. Neira, Director, Department of Social Services

SUBJECT: Agreement with CPS HR Consulting for Training Services

RECOMMENDED ACTION(S):

Approve and authorize the Chairman to execute an Agreement with CPS HR Consulting to provide training services, effective January 1, 2019 through December 31, 2020 (\$412,500).

Approval of the recommended action will provide the Department with specialized supervisor training consistent with efforts to promote and enhance professional skills, management capabilities and organizational performance. Training will include leadership development, coaching and performance management, development of interpersonal skills, critical thinking and decision-making skills to an estimated 275 staff. The recommended agreement will be effective January 1, 2019 through December 31, 2020. This item is countywide.

ALTERNATIVE ACTION(S):

There are no viable alternative actions. If the recommended action is not approved, Department supervisors will not receive additional training to promote professional development.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended action. The maximum cost of the recommended agreement for the periods of January 1, 2019 through December 31, 2020 is \$412,500. Cost of the agreement will be fully offset through a combination of State and Federal Social Service funds (\$355,527), 2011 Realignment (\$36,024), and the County share of cost comprised of 1991 Realignment (\$17,429) revenues and Net County Cost (\$3,520). Sufficient appropriations are included in the FY 2018-19 Adopted Budget for the Department of Social Services Org 5610.

DISCUSSION:

The Department of Social Services (DSS), comprised of 2643 employees, is committed to the development of an effective workforce. Resources to promote staff development are critical for the maintenance of organizational efficiency and performance, recruitment, job satisfaction and staff retention. The provision of staff training is vital, and an internal analysis has shown the need to provide additional and/or enhanced training for supervisory/management staff. This need also corresponds with significant organizational changes, which include the consolidation of business and service locations, streamlining of operations and redefinition of tasks and staff functions. Effective supervisory skills and knowledge are considered critical to the support of line staff through these changes.

DSS currently provides introductory training to new supervisors, which covers basic principles of

supervision. The requested training topics include leadership development, coaching and performance management, and development of interpersonal, critical thinking, and decision-making skills. These trainings will strengthen leadership capacity and improve skills to effectively message to line staff how their work impacts DSS' Strategic Plan and goals.

On May 25, 2018 Request for Proposal (RFP) #18-052 for Training Services was released to 835 potential bidders. Four proposals were received by the closing date. A five-member review committee was established comprised of representatives from DSS, the Fresno County Public Library and a community-based organization. All four proposals were reviewed and ranked based upon the RFP specifications, response quality, proposed services and cost. The review committee unanimously selected CPS HR Consulting for funding based on their extensive experience providing the requested training to the public sector.

Approval of the recommended agreement will allow CPS HR Consulting to provide approximately 275 existing and new DSS supervisors with 75 hours of training over a two year period. Course topics will include Leading Effectively, Motivation and Teams, Problem Solving and Decision Making, and Coaching as a Management Tool. Expected outcomes from the training include increased leadership competency and improved communication between supervisors and staff.

The recommended agreement will be effective January 1, 2019 through December 31, 2020 and can be terminated by County, Contractor or Department Director or designee upon providing thirty (30) days advance written notice.

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Agreement

CAO ANALYST:

Ronald Alexander