



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Human Resources
Department No.: 064
For Agenda Of: 5/17/2011
Placement: Administrative
Estimated Tme:
Continued Item: Select_Continued
If Yes, date from:
Vote Required: 4/5 Vote

TO: Board of Supervisors

FROM: Department Director(s) Jeri Muth, Interim HR Director 568-2816
Contact Info: Theresa Duer, Assistant HR Director 568-2822
Dennis Bozanich, Assistant to CEO 568-3107

SUBJECT: **Contract Between the County of Santa Barbara and County of Ventura for Training and Development Services for County of Ventura Employees**

County Counsel Concurrence

As to form: Yes

Other Concurrence: Select_Other

As to form: Select_Concurrence

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

- 1) Approve and authorize the Chair to execute the attached Training Services Contract (No. **TBD**) between the County of Santa Barbara and the County of Ventura for the purpose of providing public sector training to County of Ventura employees. Revenue for Fiscal Year 2010-2011 will be approximately \$9,750. An additional \$19,500 in revenue is estimated for Fiscal Year 2011- 2012.
- 2) Approve budget revisions to recognize increased revenue resulting from providing training services to County of Ventura during Fiscal Year 2010-2011.

Summary Text:

In 2010, leadership from the County of Ventura approached the County of Santa Barbara's Employees' University (EU) regarding the development of curriculum and delivery of employee training services to assist them in meeting their organizational goals for employee training and development. Ventura identified the County of Santa Barbara's EU as uniquely qualified to provide quality public-sector training designed to align its workforce with Ventura's values and business objectives. Entering into this 12-month training agreement will result in \$29,250 in

revenue during the term of the contract. The EU will bear the cost of the training materials and travel expenses over the term of the 12-month contract; these costs are estimated at \$3,750.

Background:

In 1998, the Santa Barbara County Board of Supervisors established the Employees' University to create training aligned with the organization's strategic goals. In September 2001, the EU opened its 4,000 square foot training center on the Calle Real campus.

In approximately 2005, the Board of Supervisors identified three key organizational values: Accountability, Customer-focus, and Efficiency (ACE Values) with the objective of improving customer service throughout the organization. In response to the Board's focus and vision, the EU has worked to align all training programs with the ACE Values and the delivery of excellent customer service. To date over 35 courses have either been redesigned or created to support the Board's policy as well as department operational needs.

As part of this effort, in 2008 staff designed a rigorous and robust leadership training program designed to strengthen County leadership, align leaders with ACE, and support their efforts to create a customer-focused culture. In January 2009, the first phase of this multi-dimensional leadership development program (designed for supervisors, managers, and executives) was launched. Since that time, more than 300 County of Santa Barbara employees have completed the program. The first two components of the leadership program (with additional components to be designed in 2011) include:

- A four-day *Foundations of Operational Leadership Training Program* - designed to increase the success of front-line supervisors by giving them the skills and abilities they need to achieve results through others. This course focuses on public sector leadership principles, modern performance management practices, professional responsibility and accountability, effective communication, customer service delivery principles, emotional intelligence, diversity, and incorporating ACE in the workplace.
- A two-day *Foundations of Strategic Leadership Training Program* - designed for managers and executives to increase the ability to create and execute plans through effective decision-making in volatile, uncertain, complex, and ambiguous environments. The course covers topics such as improving the ability to influence, communicating and thinking strategically, building strategic relationships that support effective performance management, and delivering high-quality customer service.

In 2010, the County of Santa Barbara's leadership training programs came to the attention of the County of San Luis Obispo (SLO). Subsequently, SLO purchased leadership training from the EU, generating \$46,800 in revenue in 2010-2011. The SLO contract will generate another \$119,850 in 2011-2012. This contract with the County of Ventura will generate \$9,750 in revenue in 2010-2011 and \$19,500 in 2011-2012.

Since its inception, the EU annually received cell site revenue, including \$200,000 in 2009-2010. The revenue was received in quarterly payments throughout the year from three different cellular service providers. In previous Board meetings, the Board indicated a desire to free up cell site revenue for other County needs. In response to this, the EU identified means for creating revenue streams in order to continue providing employee training and development services, while reducing reliance on cell site revenue.

The opportunity to deliver training in SLO, and now in Ventura, are consistent with the efforts undertaken by the EU over the past year to decrease reliance on cell site revenue. With the Board's adoption of a training contract with SLO, HR identified a 50% return or \$100,000 of revenue returned to the General Fund in 2011-2012. With the adoption of the Ventura contract, an additional 19% can be returned for a total of \$139,000 for 2011-2012. By offering training and development services to regional local government organizations - without adding costs or positions - the EU will be positioned to phase out the reliance on some/all cell site revenue and may be also able to decrease the cost of training to County of Santa Barbara departments.

The County of Santa Barbara EU can deliver training services to employees of County of Ventura while continuing to improve the content and availability of courses to Santa Barbara County employees. This contract will generate revenue using existing curriculum, resources, and trainers while ensuring that the training and development needs of Santa Barbara County employees continue to be well-served. The EU staff will use much of training content already developed and its existing curriculum library in developing training content aligned with the County of Ventura values.

Performance Measure:

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis: This 12-month contract in the amount of \$29,250 is anticipated to generate an estimated \$9,750 in revenue in Fiscal Year 2010-2011 and \$19,500 in Fiscal Year 2011-2012, minus material and travel costs which will be borne by the EU in the amount of approximately \$1,250 in Fiscal Year 2010-2011 and \$2,500 in 2011-2012. For Fiscal Year 2010-2011, any revenue balances will be requested to be appropriated to a designation of "Ventura" to offset anticipated internal revenue losses in Fiscal Year 2011-2012.

The fully-loaded salary of the employee who will be providing the training is \$175,170. This contract would require approximately five training days in the current fiscal year and approximately ten days in Fiscal Year 2011-2012.

As additional training service contracts are established with other jurisdictions, further reductions in cell site revenue going to the EU would be made on a dollar-per-dollar basis.

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>Annualized On-going Cost:</u>	<u>Total One-Time Project Cost</u>
General Fund			
State			
Federal			
Fees			
Other:	\$9,750		\$9,750
Total	\$ 9,750.00	\$ -	\$ 9,750.00

Narrative:

Staffing Impacts:

No new positions will be requested. Existing EU staff will provide the training.

Legal Positions:

FTEs:

Special Instructions:

Please send one executed original contract and the Minute Order to Theresa Duer, HR. Please send an approved copy of the budget revisions to Don Nguyen, HR.

Attachments:

Two original copies of the following:
Ventura Training Services Contract
Budget Revision Request
Budget Journal Entry

Authored by:

Theresa Duer, Assistant HR Director

cc: