



Agenda Date: 3/28/2006
Agenda Placement: 6F

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors
FROM: Shelli Brobst for Randy Snowden - Director
Health & Human Services
REPORT BY: Shelli Brobst, Contracts Analyst, 253-4720
SUBJECT: Agreement with Napa Valley College

RECOMMENDATION

Director of Health and Human Services requests approval of and authorization for the Chair to sign an agreement with Napa Valley College for a maximum of \$2,959 for the term March 28, 2006 through June 30, 2006 to provide customer service training to HHSA staff.

EXECUTIVE SUMMARY

Approval of the requested action will enable Napa Valley College to provide customer service training to HHSA Public Assistance and Vocational Services staff. The training will be based on the College's Small Business Development Center's Customer Service Training Academy Modules.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	No
What is the revenue source?	Public Assistance allocations and Training and Employment Center incentive funds.
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	This contract will expand both internal and external customer service skills with the anticipated result of improved staff communication, operational efficiency and service delivery to the community.
Is the general fund affected?	Yes
Future fiscal impact:	None

Consequences if not approved: If this contract is not approved, Public Assistance and Vocational Staff will not be able to benefit from training that will improve client service in the Public Assistance, CalWORKs and Training and Employment Center divisions. If Training and Employment Center incentive funds are not expended, they will have to be returned to Solano County NBEC, the lead agency for employment programs.

Additional Information: This contract will be absorbed within budgeted expenditures in BU 501 and BU 505 and county dollar in BU 501. Invoice amounts will be spread and billed to each budget unit based on staff attendance sheets for each training.

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

Napa Valley College, through its Small Business Development Center, has developed a practical hands-on training to enhance businesses' ability to provide good customer service, thus retaining customers and employees. The Customer Service Training Academy is offered in modules for individual employees and multiple businesses, or it can be customized to meet the needs of a specific business. The three training modules being offered to HHS employees will consist of Communication and Conflict Resolution, Team Building and Attitude, and Customer Service.

Under this agreement, Napa Valley College will provide on-site (at HHS) customized customer service training for the staff in the HHS Public Assistance and Vocational Services Divisions. Employees will have enough advance notice to schedule client appointments around the training sessions, and will have backup arrangements to ensure that client services will not suffer.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Lorenzo Zialcita