

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: CHIEF EXECUTIVE OFFICE

BOARD AGENDA # *B-18

Urgent _____ Routine X

AGENDA DATE June 5, 2001

CEO Concurs with Recommendation YES X NO _____
(Information Attached)

4/5 Vote Required YES _____ NO _____

SUBJECT: APPROVAL OF STANISLAUS COUNTY INSTITUTE FEE SCHEDULE
FOR COURSES OFFERED TO OUTSIDE AGENCIES AND MEMBERS OF
THE PUBLIC

STAFF RECOMMENDATIONS: APPROVE THE STANISLAUS COUNTY INSTITUTE FEE SCHEDULE
FOR COURSES OFFERED TO NON-EMPLOYEES

FISCAL IMPACT: The Institute fee schedule provides reimbursement for county costs related to
scheduling and offering Institute courses such as course materials, catering and
instructor costs for contract instructors.

BOARD ACTION AS FOLLOWS:

No. 2001-388

On motion of Supervisor Simon, Seconded by Supervisor Caruso
and approved by the following vote,

Ayes: Supervisors: Mayfield, Blom, Simon, Caruso, and Chair Paul

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) X Approved as recommended

2) _____ Denied

3) _____ Approved as amended

Motion:

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

By: Christine Ferraro Deputy

File No.

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DISCUSSION: "Leadership and learning are indispensable to each other."

John F. Kennedy

Total Quality Management (TQM) was introduced as a roadmap for Stanislaus County's journey towards excellence. The TQM Steering Committee, a committee comprised of thirteen department heads representing a diverse group of departments, was created to help guide our journey towards excellence. The Steering Committee recognized that TQM would set new standards for employee performance and that employees would require a new set of skills to rise to these standards. The Steering Committee also recognized that learning was a critical element to meeting these new standards and to changing the culture of the organization. The Stanislaus County Institute was created to develop an environment for learning to thrive.

The focus of the Institute began to expand along with the culture. In 1999, a major initiative introduced the leadership in the organization to the Malcolm Baldrige National Quality Award criteria. The Baldrige criteria showcases the nation's highest standards of excellence. This introduction to the Baldrige criteria led to the development of the following classes: Voice of the Customer, Introduction to Baldrige, 3-Day Baldrige, and the Balanced Scorecard training. A Process Management class is in development.

From the inception of the Institute, the Chief Executive Officer and the TQM Steering Committee have been dedicated to the idea that courses developed would be an excellent resource for the community as a whole. The Board of Supervisors affirmed this belief when they expressed the desire that Institute courses be made available to the community. Stanislaus County has demonstrated leadership by sharing its valuable resources with others to expand the benefit to its citizens. Offering Institute courses to the community will allow those with limited resources to expand their knowledge and learning and improve their service to others.

In preparation for offering classes to the community, the Institute Committee developed a proposed nominal course fee schedule that would reimburse the county for the participant cost of the course. The proposed fee schedule for our current offering of classes is summarized on Page 4.

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To insure that both county employees and members of the community have access to courses, we will reserve one-third of the seats in each class for outside participants. If class registration is not full and we have a waiting list for outside participants, we will offer the additional seats to those on the waiting list.

Meetings have been scheduled with the Oakdale Chamber, Turlock Chamber, Hughson Chamber and the Hughson City Manager in early June. Meetings with the remaining Chambers of Commerce and cities will be scheduled in the near future. Community Learning Styles classes will be scheduled for the east side of the county and for the west side of the county. The date and location for each of the classes will be scheduled based on discussions with the Chambers of Commerce and other agencies located in that area of the county. For example, a class may be scheduled in Oakdale to serve interested community members in Oakdale, Riverbank, Waterford, La Grange and Knights Ferry.

Summary: The proposed course fee schedule reimburses the county for the actual participant cost such as workbooks, handouts, instructor costs for contract instructors (i.e. the three-day Baldrige class taught by a nationally recognized expert), and catering costs. Approval of the proposed fee schedule allows the county to be reimbursed for the cost of offering courses to the community. These costs are nominal and far below the average cost for public courses.

POLICY ISSUES: Offering Institute courses to the community supports the Board of Supervisors' priorities of delivering excellent community services and modeling community leadership. In addition, the Board of Supervisors requested the Institute pursue offering courses to the community as a means of sharing our resources with others.

STAFFING IMACT: None.

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Stanislaus County Institute
Proposed Course Fee Schedule

Fee Schedule Formula

Half day class	\$25
Full day class	\$50
Contract classes	Per participant fee

Course Offerings

AIDS Awareness	\$25
Introduction to Baldrige	\$50
Baldrige (3-Day Course)	\$350
Crossing Cultural Bridges	\$50
Disabilities Awareness	\$25
Discipline & Liability	\$50
Effective Communication	\$25
Ethics (2-Day Course)	\$100
Gender Communication	Free
Interviewing Techniques	\$25
Learning Styles	\$25
Preventing Sexual Harassment	\$50
Voice of the Customer	\$25