

Nomination Form for State Agency Recognition Awards 2003

#3

Title of Nomination: Status Reports, Increase SB/DVBE

Department of Consumer Affairs, M. Moss

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Executive Summary

In January 2002, the Department of Consumer Affairs (DCA) developed and implemented a procedure to encourage the use of SB/DVBE vendors. The SB/DVBE Advocate develops and provides monthly reports to DCA Boards, Bureaus, Divisions and Programs, indicating individual SB/DVBE participation attainment status. The Advocate also makes copies of the reports available to the Business Services Office contract, purchasing, and facilities units to update them on the status and required follow up.

Written Nomination

a. In order for the DCA to improve its SB/DVBE participation goals, it looked at ways to encourage its Boards, Bureaus, Divisions and Programs (clients) to use SB/DVBE vendors for contracts and purchases. It was determined that a procedure needed to be developed to provide clients with a status of how they are meeting participation goals and a recognition of when they have met the goals. In January, 2002, the SB/DVBE Advocate began tracking each client's contracts and purchases and the use of SB/DVBE vendors, and providing monthly reports indicating attainment percentages. The Advocate also developed a certificate of award to present to clients when individual participation goals have been met.

b. Implementation of this procedure has increased DCA's SB participation from 13.07% as of June 2002, to 24.79% as of May 2003, and DVBE participation from 1.07% in June 2002 to 4.72% as of May 2003.

c. In implementing this procedure it was found that clients look forward to seeing how their efforts contribute to DCA achieving its SB/DVBE participation goals. Clients appreciate receiving personalized acknowledgment of their efforts. It was found that the tracking and monthly reporting requires a lot of the Advocate's time, but the results are worth the time spent. The tracking also makes it easier for the Advocate to identify which

clients needed assistance in meeting their goals and provides adequate time to make improvements.