

State Agency Recognition Awards 2003 Nomination

State Agency Being Nominated: Department of Motor Vehicles

Title of Nomination: (Executive Support)
Small Business/DVBE Module for Basic Supervision and Leadership Training

Award Recipient: Shamim Khan, Deputy Director

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Executive Summary:

Managers and supervisors make purchasing and contracting decisions in the normal course of their daily operations and influence the purchases made by their employees. To ensure that all managers and supervisors have the Opportunity to increase their awareness of the department's commitment to the state's small businessIDVBE program and their role in the program's success, executive management supported the addition of a Small Business/DVBE Program module to the department's Basic Supervision course for newly appointed managers and supervisors and to the Leadership training course for current managers and supervisors. The module includes an overview of the department's small businessIDVBE advocacy program, applicable legislation and Executive Orders, DGS's certification program, participation and reporting requirements, available resources (certified vendor listings, DMV's Small BusinessIDVBE website, DGS website, DMV vendor database, etc.), DMV's policy and procedures, and identification of the department's point of contact for all small businessIDVBE questions and concerns.

Results:

The first training class was presented on January 28, 2003, during the Leadership Course. The DMV Small Business/DVBE Coordinator made the initial presentation as described above and emphasized the important role that managers and supervisors have in the success of the department's program. As a result of the training, various divisions have requested presentations for staff. Additionally, the department has been able to maintain a small business participation rate of over 29% and has increased its DVBE participation rate to 2.45% as of April 2003.

Lessons Learned:

Training, training and more training is essential for the success of the small business/DVBE program. It is imperative to keep the topic alive and in the forefront of everyone's mind. Communicating small business/DVBE program information through the formal training process allows for consistency in the information disseminated. Finally, having executive support and commitment is essential for the program to succeed especially during tight fiscal years.

Benefits:

The implementation of formal training for managers and supervisors confirms the department's commitment to the small business/DVBE program and emphasizes the importance of the managers and supervisors for the success of the department's program.

Other Agencies:

Departments can easily implement the training module. DMV would be happy to share with other state departments what has worked well for us.