

Nomination Form for State Agency Recognition Awards 2003

#1

Title of Nomination: Increase SB/DVBE, exemption form

Department of Consumer Affairs, M. Moss

Contract Judy Masuda

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Executive Summary

In April, 2002, the Department of Consumer Affairs (DCA) developed and implemented a procedure to encourage the use of SB/DVBE vendors. DCA Boards, Bureaus, Divisions and Programs must request and receive approval from the SB/DVBE Advocate to use a non-SB/DVBE vendor for individual purchase and contract requests. A form was specifically designed to document the request and approval.

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 require its clients to document why a SB/DVBE vendor couldn't be used for a specific contract or purchase and ask for an exemption.

In April, 2002, the DCA developed and implemented a procedure requiring its clients to first consider SB/DVBE vendors for its contracts and purchases. A form was developed for clients to use in documenting and requesting an exemption from using a SB/DVBE vendor for a specific contract or purchase. Each exemption request requires the review and approval of the SB/DVBE Advocate.

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% as of June 2002, to 4.72% as of May 2003.

c. In implementing this procedure, it was found that DCA's clients needed training to assist them in locating SB/DVBE vendors. As a result, the SB/DVBE Advocate had to develop and provide training to clients on how to search for SB/DVBE vendors using the DGS SB/DVBE website. The SB/DVBE Advocate also had to make herself available to respond to telephone and email requests from clients asking her to assist them in locating SB/DVBE vendors for specific contracts or purchases.

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Nomination Form for State Agency Recognition Awards 2003

#2

Title of Nomination: DCA Annual Plan to Focus on 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. DCA Boards, Bureaus, Divisions and Programs must develop annual plans to meet its overall participation goals. A procedure was developed and a form was designed to document plans to use SB/DVBE vendors for individual contracts and purchases.

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 its contracts and purchases. It was determined that updating an old policy was necessary to require clients to plan its contracts and purchases for the upcoming year, using SB/DVBE vendors. In January 2002, the DCA updated and distributed a procedure requiring its clients to submit annual participation attainment plans by June 1 of each year, covering the 12 months of the next fiscal year beginning July 1. A form was developed for clients to use in documenting the use of SB/DVBE vendors in upcoming contracts and purchases. Each attainment plan requires the review of the SB/DVBE Advocate.

b. Implementation of this procedure has helped the DCA to increase its SB participation from 13.07% as of June 2002, to 24.79% as of May 2003, and DVBE participation from 1.07% as of June 2002, to 4.72% as of May 2003.

c. In implementing this procedure, it was found that it required a lot of the SB/DVBE Advocate's time to review the plans, provide research and feedback to the clients, and follow up to ensure clients were submitting contract/purchase requests that were consistent with their plans. It was also found that the clients were reluctant to develop the plans due to the time involved in doing so. Because the DCA had implemented other (more efficient) procedures to encourage increased participation of SB/DVBE vendors, it isn't strictly enforcing compliance with the procedure.

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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.