



COUNTY OF HUMBOLDT

For the meeting of: 6/25/2019

File #: 19-877

To: Board of Supervisors

From: DHHS: Administration

Agenda Section: Consent

SUBJECT:

Agreement with Aspire Change - KLJ Training & Consulting for Fiscal Year 2019-20

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve, and authorize the Chair to execute, the agreement with Aspire Change - KLJ Training & Consulting for the provision of technical assistance and coaching that will assist the Department of Health and Human Services (DHHS) to fully implement the Humboldt Practice Model for fiscal year (FY) 2019-20 in an amount not to exceed \$123,500; and
2. Direct the Clerk of the Board to route the executed agreement to the DHHS - Contract Unit for forwarding to DHHS - Administration.

SOURCE OF FUNDING:

Social Services Fund

DISCUSSION:

Karen Lofts-Jarboe, president of Aspire Change - KLJ Training & Consulting, has over 30 years of experience as a practitioner, supervisor, manager, trainer, coach and consultant in child welfare and related fields. Ms. Lofts-Jarboe has extensive experience in program and practice implementation, inter-agency collaboration, and working with child welfare organizations, community and tribal partners and the Courts on system improvements. Ms. Lofts-Jarboe has specialty expertise with the Humboldt Practice Model (HPM), a set of values, practices and core elements that guide DHHS' work and interactions with community members, colleagues, customers, clients, patients and co-workers. DHHS is extending integration of HPM from its child welfare services origins into all DHHS branches and DHHS leadership uses the HPM to guide decisions and actions. This work of changing agency culture and organizational practice through HPM implementation addresses many issues brought up in the 2015 Wendi Brown Creative Partners Transition Organizational Assessment Study.

Ms. Lofts-Jarboe began work in June 2016 when Aspire Change - KLJ Training & Consulting executed its first agreement with DHHS for FY 2016-17. The value of the work led to agreements with DHHS for FY's 2017-18 and 2018-19. Training and coaching provided by Ms. Lofts-Jarboe over the last three

years has been effective and the DHHS leadership team regularly incorporates the HPM into their daily work with staff. Ms. Lofts-Jarboe's training and coaching have been and are invaluable tools critical to sustained success in continuing implementation and incorporation of the HPM throughout DHHS. Ms. Lofts-Jarboe has attended High Performance Organization (HPO) training, "Leading, Educating, and Developing" (LEAD) at the Weldon Cooper Center for Public Services at the University of Virginia. Ms. Lofts-Jarboe has identified and will continue to identify ways in which HPM and HPO align and support opportunities for concurrent implementation. Many of the HPM and HPO values overlap and complement each other, for example HPO advocates Leadership at All Levels and the HPM's Leadership Behaviors are intended to inform and support staff at all levels.

With the execution of this agreement, Aspire Change - KLJ Training & Consulting will continue to provide technical assistance and coaching to strengthen the capacities of DHHS to organize, align and sustain key implementation infrastructure and processes within systems contexts to fully implement the HPM and the related integrated interventions and to incorporate HPO. Aspire Change - KLJ Training & Consulting will increase agency implementation capacity and infrastructure to support and sustain the HPM and HPO and alignment with agency strategic plans and other innovations.

Therefore, DHHS recommends that the Board approve and authorize the Chair to execute this agreement for FY 2019-20.

FINANCIAL IMPACT:

The costs associated with the Aspire Change - KLJ Training & Consulting agreement for the period of July 1, 2019 through June 30, 2020 have been included in the proposed FY 2019-20 budget in fund 1160, Budget Unit 508 in the amount of \$123,500. There will be no impact to the county's General Fund.

STRATEGIC FRAMEWORK:

This action supports your Board's Strategic Framework by protecting vulnerable populations and creating opportunities for improved safety and health through training and coaching of staff who administer self-sufficiency, public health and safety-net programs for individuals and communities.

OTHER AGENCY INVOLVEMENT:

None

ALTERNATIVES TO STAFF RECOMMENDATIONS:

The Board could choose not to approve and authorize the agreement with Aspire Change - KLJ Training & Consulting for the technical assistance and coaching to fully implement the Humboldt Practice Model. This alternative is not recommended.

ATTACHMENTS:

1. Professional Services Agreement By and Between County of Humboldt and Aspire Change - KLJ Consulting & Training for Fiscal Year 2019-2020

PREVIOUS ACTION/REFERRAL:

File #: 19-877

Board Order No.: C-10

Meeting of: 06/26/18

File No.: 18-598, 19-877