FROM: PUBLIC SOCIAL SERVICES:

SUBJECT: PUBLIC SOCIAL SERVICES: Agreement with Gallup Inc. (AA-03580) for the Q12® Employee Engagement Survey for one (1) year, without seeking competitive bids. [District: All]; [Total Cost $60,000 - Federal: 55.40%; State: 20.26%; County: 5.13%; Realignment: 18.94%; Other: 0.27%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve and authorize the Chairman to execute a professional service agreement with Gallup, Inc., in the amount of $60,000 annually for one (1) year, for the period June 20, 2017 through June 20, 2018; and,

2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of funding and as approved by County Counsel, to sign amendments that do not change the substantive terms of the agreement and sign amendments to the compensation provisions that do not exceed 10% annually.

ACTION: Policy
SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA

<table>
<thead>
<tr>
<th>FINANCIAL DATA</th>
<th>Current Fiscal Year:</th>
<th>Next Fiscal Year:</th>
<th>Total Cost:</th>
<th>Ongoing Cost</th>
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<tbody>
<tr>
<td>COST</td>
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<td>NET COUNTY COST</td>
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**SOURCE OF FUNDS:**
- Federal Funding: 55.40%
- State Funding: 20.26%
- County Funding: 5.13%
- Realignment Funding: 18.94%
- Other Funding: 0.27%

**C.E.O. RECOMMENDATION:** Approve.

**BACKGROUND:**

**Summary**
The Department of Public Social Services (DPSS) is committed to building a strengths-based work place with a focus on employee engagement and customer service. To accomplish this, the leadership team must have the skill, knowledge and ability to understand the needs of the organization, customers and its employees. Advancing departmental outcomes is achieved by establishing a shared leadership vision and strategies that create a standard of excellence for each employee. Developing a skilled, well-trained and diverse workforce positions the organization to meet the changing needs of the political, regulatory and economic environment.

The Department identified a need to enhance the skills of the leadership team, throughout the enterprise. DPSS will employ a multi-faceted approach to implementing a leadership development initiative designed to improve the culture of leadership, promote succession planning efforts and increase quality of services provided to the community. The approach includes administration of the Q12® Employee Engagement Survey, training classes and executive coaching. Through participation in training on concepts of the Gallup organization’s employee engagement leadership paradigm, managers, supervisors, and executives will have the opportunity to drive higher levels of productivity, employee engagement and customer satisfaction.

DPSS is requesting Gallup, Inc., to deploy Gallup Q12® Employee Engagement Survey to all DPSS employees. The Gallup survey is designed to change the culture of the department by emphasizing the strengths of all its employees. Gallup, Inc., will compile/analyze the results and create a web-based portal through which managers/supervisors can access leadership materials and the data results to assist them in enhancing their leadership skills throughout the department.

After the survey is conducted and the data is analyzed, all DPSS managers/supervisors will participate in an instructor-led strengths-based leadership training. Executive management will also participate in coaching sessions to teach them how to use the results of the survey and how to attain the strategic goals of the department.

**Impact on Residents and Businesses**
The Gallup Q12® Employee Engagement Survey will enhance leadership skills of DPSS management and supervisors, thus resulting in improved employee engagement and better customer service for internal and external customers.

SUPPLEMENTAL:

Additional Fiscal Information
Funding for this agreement was budgeted through the FY 16/17 county budget process and no budget adjustments are necessary.

Contract History and Price Reasonableness
The Gallup Q12® Employee Engagement Survey is an evidenced-based tool designed to measure actionable items proven to provide key performance measures. The Q12® survey is well-known and used by many organizations, including some other counties, to engage employees and gain a competitive advantage in the organization.

The Gallup Q12® survey was produced 30 years ago and has been administered to over 25 million employees in 195 countries. The survey was developed to measure the extent to which employees feel passionate about their jobs, are committed to the organization and contribute to the workplace in a positive manner. Extensive research by Gallup indicates that engaged employees are more productive, have fewer incidents, focus on customer service and are less likely to leave the organization.

Market research demonstrates that employee satisfaction surveys, including set-up, administration, multiple data cuts for analysis and subscriptions, range in cost from $42,000 - $130,000 for one-time administrations. The $60,000 cost for Gallup Inc. to provide the employee survey and analysis falls within the market range. Also, Gallup’s Q12® Employee Engagement Survey is an evidenced-based proprietary tool that can only be purchased from Gallup, Inc. It is widely used across a variety of business sectors and is a prerequisite to the strengths-based leadership training that has been very successful in the County of San Diego.

ATTACHMENTS:

1. Professional Services Agreement with Gallup Inc. # AA-03580 (4 copies)
2. Sole Source Justification

SvZ:ts