

# CITY OF LOS ANGELES

CALIFORNIA

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GENERAL MANAGER

COMMUNITY DEVELOPMENT  
DEPARTMENT

215 W. 6TH STREET  
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JAMES K. HAHN  
MAYOR

Date: JUL 01 2003

To: All Certified Full Service and Satellite WorkSource Centers

From: Ann Giagni, Director *PK for K Giagni*  
Workforce Development Division

Subject: **WDD Information Bulletin Number 04-03**  
**Additional Continuous Quality Improvement Training for 2003**

CDD is pleased to provide opportunities for sites to participate in another series of system-wide trainings as part of our ongoing support of certified WorkSource center sites. These trainings are designed to help sites and the system to continue to improve their level of performance excellence through continuous quality process improvement and application of the Quality Standards.

Strumpf Associates will continue to facilitate and provide overall direction and training to the system. Working with CDD, Lori Strumpf is building a local base of trainers including Karen Trisko and Joan Klubnick to assist us in sustaining these efforts for the long term.

□ **“Ask Lori” Technical Assistance Clinics –**

7/17/03, 10 – 11 am	10/22/03, 9 – 10 am
8/5/03, 9 – 10 am	11/17/03, 9– 10 am
9/15/03, 9 – 10 am	12/10/03, 9-10 am

**Designed for: Center CQI team members**

These one-hour sessions offer an open technical assistance forum to address any CQI- or certification-related issue. Attendees are expected to bring issues and questions for discussion.

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Based on issues identified by sites in working with our TA Team, we have identified the following areas for system-wide training supported by CDD:

□ **Leadership Development – 9/17/03, 9 am – 12:30 pm**

**Designed for: CEOs of organizations currently managing the operation of a WorkSource Center—by invitation only**

This seminar will examine issues that assist leaders in moving their organizations to the next level of quality. How to sustain vision and act in visionary versus opportunistic ways will be examined. Leading constant change and helping staff to live and thrive in a regularly changing environment will be discussed. Other issues that make the leadership edge will be addressed.

**Trainer:** Lori Strumpf/other Strumpf Associates



□ **Data Analysis – 10/21/03, 9 am – 12:30 pm**

**Designed for: Center CQI team members**

Ongoing data collection, data analysis and trend analysis will be taught, including presentation of data so that it can be properly understood by the CQI Team and other staff.

**Trainer:** Lori Strumpf /other Strumpf Associates

□ **Promising Practices Symposium: Benchmarking – 11/20/03, 1 pm – 4:30 pm**

**Designed for: Center CQI team members**

This will build on the overview training provided in 2001 and July 2002, and the ongoing training being provided by Karen Trisko. Centers will be presenting on their experiences and promising practices around benchmarking. It is designed for benchmarking teams that are conducting a benchmarking study as part of their continuous quality improvement process.

**Facilitator:** Lori Strumpf

**TIME AND PLACE:** All half-day sessions will be held at WorkSource Center sites, in 3 ½ hour blocks.

**AUDIENCE:** These seminars are not mandatory. They are being provided as a customer service to continue to build the system's capacity for quality based on the Quality Standards. Each is targeted to a specific audience as described above.

**REGISTRATION:** Space is limited. You will need to register with Sam Escoto at 213.473.6668 ([sescoto@cdd.lacity.org](mailto:sescoto@cdd.lacity.org)). Registration is on a first come, first served basis. No walk-ins will be admitted on the day of the training. As a courtesy to your colleagues on the waiting list, we ask that you cancel your reservation at least 48 hours in advance of the training if your schedule changes and you find you will be unable to attend.

**HOSTING A TRAINING:** If you are interested in hosting any of the half-day seminars or an "Ask Lori" session, please contact Gregory Scheib at 213.485.0899 ([gscheib@cdd.lacity.org](mailto:gscheib@cdd.lacity.org)).

We hope to see you at these seminars.

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