

Case History:

Riverside County Social Services

TrainingPartner helps Riverside County Department of Public Social Services meet employee compliance and keep an eye on the future.

Sector: Government

Geography: County

Employees: 3,000

TrainingPartner purchased: 2006

Learner Licensing: 3500

Administrator Licensing: 15



The County of Riverside is the fourth largest county in the state of California. Bordered by Los Angeles, San Diego and several other counties, Riverside County stretches nearly 200 miles across and comprises over 7,200 square miles of fertile river valleys, low deserts, mountains, foothills and rolling plains.

The County is a regional government responsible for programs and services that do not fall within federal, state or municipal authority. Agencies and departments include Animal Control, Child Support Services, Office on Aging, Sheriff and Waste Management.

The Riverside County Department of Public Social Services (DPSS) provides many different forms of public assistance from pre-natal Medi-Cal services for low-income women to subsidized in-home care for vulnerable seniors and disabled adults. The agency contributes to the safety and security of thousands of abused and neglected children and adults by serving as the county's child and adult protective services agency.

Riverside DPSS has 3,000 employees spread throughout 70 locations across the county. The agency must ensure that all staff meet various federal, state, local and divisional compliance requirements. Mandated training must be administered and tracked — a time-consuming but important task undertaken by the training branch.

In 2005 the DPSS training branch started the search for a Learning Management System to replace a previously implemented on-line training registration system. The department needed a solution that would not just assist with its current needs, but also allow it to keep an eye on the future.

Omar Muhammad, Computer-based Training Supervisor for DPSS, described some of the challenges facing the agency.

"Managers and supervisors are increasingly becoming a crucial component in ensuring staff are well trained to perform their jobs effectively," stated Muhammad. "They must have access to their staff's training information to make strategic decisions to improve staff performance. Seeing their staffs' training history to plan for future training would assist in bridging learning deficiencies."

Muhammad continued, "The ability to view training-related information is an important part of creating a learning organization that is knowledge driven. All managers, supervisors, and line staff need access to training catalogs, real-time training schedules, personal training calendars, upcoming training list, suggested training list, reports based on individuals/business units/divisions, wait lists for training courses, and email delivered confirmations/reminders/cancellations."

In an agency like DPSS, there are many different roles for employees (learners). "Setting up learning profiles for job positions would assist in aligning a persons job position with the training needed to perform their job. This would be the first step towards creating a competency-based training organization."

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Muhammad explained that tracking the cost of training for individuals, business units and divisions is critical to the strategic planning of an agency. "The fiscal aspect of training is always an ongoing challenge. Instant access to this information would assist in projecting how much funding is needed for staff training and give managers/supervisors a way to assist in managing the training funds in their budgets."

In its quest for a system to meet the above needs, DPSS issued a Request for Proposal, reviewed responses and shortlisted five vendors for product demonstrations. When asked why DPSS ultimately chose the TrainingPartner™ LMS from GeoMetrix Data Systems Inc.,

Muhammad particularly likes TrainingPartner's user-friendly interface and the ability to write their own reports quickly and easily. "Because we are a government agency, we are data and compliance driven, so with little notice a report can be requested," he assured.

"TrainingPartner gives us the ability to use an existing report or develop a custom report at a minute's notice. This ability to report on data is one of the most valued aspects of TrainingPartner."



Muhammad responded, "TrainingPartner gave us the most functionality for the cost. The system was flexible enough to work within our current business practices without major system configurations."

Muhammad noted that working with GeoMetrix has been great. "[GeoMetrix] has provided us with excellent customer service. They have been there every step of the way and are always willing to go the extra mile."

"I would say that GeoMetrix has gone and continues to go above and beyond to assist us with our needs."

Things went so well, that DPSS recommended TrainingPartner to another County of Riverside department – and then another.

"TrainingPartner allows us to put training-related information in the hands of managers, supervisors and staff," confirmed Muhammad. "Everyone can now play a part in the development of employees. The system allows us to quickly develop mission critical reports that assist us in better managing learning and develop metrics for goal setting."

When asked if DPSS had received a return on its investment with TrainingPartner, the answer was yes. "Over all, TrainingPartner has been a great tool to work with, and it has made the tracking and reporting of training data so much easier."

Training at DPSS is primarily instructor-led, but over the last three to four years, the agency has branched into e-learning with the help of TrainingPartner. "Currently, we have developed several asynchronous courses and this year, 2010, we have conducted a couple of synchronous learning events using Webex," noted Muhammad.

The Agency is moving towards empowering its staff with knowledge that is accessible from any location within the DPSS network. "Web-based training and other online training via the DPSS Intranet will become a vital component to ensuring staff have the information needed to perform their jobs."

For more information about the County of Riverside visit: www.countyofriverside.us

For more information about Riverside County DPSS visit: dpss.co.riverside.ca.us