

*A Leader with Local  
and National  
Workforce Experience*



## WORKFORCE DEVELOPMENT CONSULTING SERVICES

**Performance Excellence Partners (PEP)** has built our understanding of California workforce development agencies, their challenges, and goals, through years of hands-on experience working directly with workforce system members in California, regionally, and nationally. From this extensive workforce development body of work, we bring our knowledge of best practices to offer AJCC and workforce development consulting services.

### — America's Job Center of California (AJCC) Operational Effectiveness Consulting —

PEP has a team of subject matter experts (SMEs) available to consult with AJCCs internal leadership and team members to assess and improve internal AJCC operational performance. Using proven Organization Development methodology, we will assess organizational effectiveness; analyze performance, strengths and gaps; recommend improvement strategies; and implement solutions to address performance gaps. AJCCs will be better equipped to meet AJCC operational goals such as improving service delivery from staff to customer, meeting/exceeding performance measures, optimizing budget for performance output, strengthening performance, and building capacity.

### — AJCC Technical Assistance (TA) Services —

To support local AJCCs as they help job seekers become gainfully employed, PEP staff and SMEs are available to provide the full range of Workforce Innovation and Opportunity Act (WIOA) related workforce development TA services. Our user-friendly TA solutions provide savings in time, budget, and operating efficiencies—which lead to further on-going savings. Whether you need coaching, facilitating peer-learning, collaboration around challenges, sharing best practices, building and engaging communities of practice, developing affinity groups, delivering webinars, or developing written resources such as quick-access tools and tip-sheets, we work with you to design services to build capacity, improve performance and meet your particular goals. PEP can provide TA services in the full range of CTI topic areas as well as career technical education (CTE), serving special populations through WIOA, working with gangs and returning citizens, as well as the development of programs, resources and curriculum.

#### Popular Topics:

- Regional or Local Strategic Planning
- Sector Strategy Development
- Alignment of Workforce Development, Education & Economic Development
- Change Management
- Marketing and Branding
- Career Planning Tools and Methods
- Case Management Best/Effective Practices
- Customer Process Flow and Integrated Service Delivery
- Business Services and Employer Engagement
- Career Pathway Development
- High Road Training Partnerships
- One-Stop Certification
- Motivating and Building Staff Capacity
- Services to Youth
- Strategic Partnership Development
- Understanding Labor Market Information
- Work Experience Development (Internships, OJT, Pre-apprenticeship, apprenticeships, etc.)
- Virtual Teams Management

*Award-Winning  
Woman Owned Small  
Business*



### — AJCC Virtual and In-Person Meeting and Event Planning Services —

PEP is available to provide an array of services from an advisory role to help AJCC staff build capacity in this area to full event planning of meeting/event logistics. We have proven event management strategies used to conduct hundreds of conferences, meetings, and virtual events and can coordinate logistics and ensure meetings/events are informative, engaging and flow seamlessly.

#### Services:

- Initial design and planning activities
- Agenda development
- Meeting space and guest room arrangements
- Vendor negotiations (A/V, catering, etc.)
- Speaker/presenter logistics (identify, secure, brief, and review reimbursement requests)
- Communication/outreach (invitations, marketing, follow-up, thank you notes)
- Registration support (on-line registration site design, management, and close out)
- Meeting materials (badges, name tents, packets, signage, and handouts)
- Meeting space set-up logistics
- On-site or day-of support
- Event close-out support
- Virtual session design and participant engagement strategies
- Technical facilitation for virtual events
- Meeting facilitation



### — AJCC Community Employer Temporary Stop-Gap Employment Services —

As a third-party employer, PEP is available to provide temporary stop-gap and employer of record services. For example, when an employer/operator of a key city function, such as a community hospital, is moving from a previous company to a new company and there are key employees, such as facility workers, that must stay employed and keep working to maintain the facility during the transition, we can help. In this situation, the city and the AJCC partner will be looking for a stable, qualified private company to quickly hire these employees and keep them employed and working, so that the transition can be supported until the new employer is ready to on-board them. In another situation, you may have program participants who need to be hired temporarily while they participate in the program and look for permanent employment. We are able to offer this unique stop-gap service to assist in exactly these scenarios. We have been in business for 20 years, we have the financial stability and the internal processes and employer infrastructure—time-keeping, payroll, compensation and benefits (insurance, sick leave), project management, and human resources support—to become the temporary employer.

**PEP will work with you to develop the particular scope of services to address your particular needs to benefit AJCC Staff, AJCC Management, Workforce Development Board Staff, Workforce Development Board Members or Leadership. Consulting can be conducted virtually or in person (on-site or off-site).**

Performance Excellence Partners LLC is an award-winning management consulting firm and certified woman-owned small business (WOSB). Since 1999, we have been exceeding client expectations with our flexibility, responsiveness, expertise and inspired solutions which has established PEP as a trusted partner to our customers.

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