



COUNTY of VENTURA

COUNTY EXECUTIVE OFFICE

Sevet Johnson, PsyD
County Executive Officer

Mike Pettit
Assistant County Executive Officer

Kaye Mand
County Chief Financial Officer

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Assistant County Executive
Officer/
Human Resources Director
Labor Relations

September 26, 2023

Board of Supervisors
County of Ventura
800 South Victoria Avenue
Ventura, California 93009

Subject: Approval of, and Authorization for, Purchasing Agent, or Designee, to Sign Amendment No. 1 Effective November 1, 2023, to the Contract with Cornerstone OnDemand Inc. Learning Management System to Purchase Cornerstone Content Anytime for the Entire Workforce, and to Purchase Additional Licenses for Part-Time Employees, in the Amount of \$201,550 Each Year With a 3% Increase Each Year for the Next Four Years.

Recommendation

It is recommended that your Board:

1. Approve and authorize the County's Purchasing Agent, or designee, to sign Amendment No. 1 (Exhibit 1) effective November 1, 2023, to the Cornerstone OnDemand Inc. Contract (Exhibit 2) for 10,000 Cornerstone Content Anytime licenses for \$190,000 per year and 350 Extra Help and Part-Time Modern Compliance Cornerstone Content Anytime licenses for \$2,800, and 350 Extra Help and Part-Time Learning Management System licenses for \$8,750 per year, for a total of \$201,550 per year with a three percent (3%) increase each of the four years of the Cornerstone OnDemand Inc. Contract.

Fiscal/Mandates Impact

Mandatory:	No
Source of Funding:	Various
Funding Match Required:	No
Impact on Other Departments:	None

Summary of Fiscal Impact:

	<u>FY 2023-24</u>
Total Cost	\$201,550

Discussion

It is well known that public sector organizations have unique regulatory needs when it comes to workplace learning. Our employees need to stay up-to-date with the latest rules and regulations and they must continuously develop their skills in order to successfully serve our communities. Having an efficient and cost-effective learning management system with e-learning courses to assign, automate, and track compliance and professional skills training is imperative to meet our regulatory requirements and have a workforce that is fulfilled and engaged in their job. Purchasing Cornerstone Content Anytime (CCA) will further enhance our CEO training initiatives as we anticipate consultants coming to provide customized in-person HR topics and compliance training for our workforce.

Cornerstone OnDemand (CSOD) Learning Management System (LMS) is a global industry gold standard. It is used across hundreds of public sector organizations such as Orange, Contra Costa, Placer, San Mateo, and Los Angeles Counties, to name a few. It uses cutting edge learning technology to maintain training compliance, to provide thousands of updated curated courses, and to host customized training content at a reduced cost.

In our County, the Fire Department and the Human Services Agency began using CSOD over seven years ago, with the Health Care Agency joining four years ago, and most recently in 2022 the LMS was acquired for all other County Agencies. The LMS is technology to host thousands of trainings, e-learning courses, videos, customized just-in-time training on new agency/department-specific processes, timely policy acknowledgements, tests, and surveys. The LMS has highly efficient class registration, automation, compliance tracking, and reporting capabilities. It will allow us to do in minutes what currently takes days to complete in the VCHRP LMS, and which requires inefficient and costly manual data entry and report running.

The CCA training suite allows the County to purchase e-learning courses to be taken within the LMS and provides a number of other benefits, including :1) assigning and easily tracking compliance courses; 2) vendor is responsible for updating all e-learning for regulatory and best practice accuracy; 3) cost savings of not needing to hire outside instructional designers; and 4) access to thousands of classes in the Modern Compliance and Professional Skills Suites.

The Modern Compliance package has hundreds of current and accurate e-learning courses to maintain compliance and to automate and easily track trainings in adherence to County policies. Since the vendor updates the curricula to ensure training information is accurate, it will save hundreds of thousands of dollars that the County would otherwise need to spend for instructional design consultants to develop needed classes or to buy licenses for standalone courses such as Discrimination and Sexual Harassment Prevention.

Specifically, the County is required to regularly update its online mandatory trainings for Discrimination and Sexual Harassment Prevention, Workplace Security, and Cultural Competency and Inclusion. The cost to create an e-learning course with current and accurate regulatory information would cost an estimated one-time instructional design fee of \$200,000 per class, or \$75,000 for 10,000 licenses per class on a subscription basis for our entire workforce each year. This means it would be a minimum cost of \$225,000 per year to update and keep just three mandatory trainings within regulatory compliance.

Besides our Countywide compliance trainings, other disciplines need to mandate compliance training such as Risk Management, HIPAA, and electronic security which can all be found in the Modern Compliance package. The Professional Skills Suite has thousands of trainings such as having difficult conversations, managing employee performance and coaching, time management, collaboration and teamwork, customer service, conflict resolution, emotional intelligence, avoiding decisions fatigue, information security, critical thinking, Microsoft Excel and the Microsoft Suite, writing skills, unconscious bias, Lean Six Sigma, and DEI trainings. (See Exhibit 3 - Cornerstone Content Anytime Curated Topic Summary List.)

For the wellbeing of any public sector organization to survive and for its employees to thrive, it is critical to have accessible online training compliance and learning opportunities that can be recommended, assigned, and tracked easily by topic. It was determined that the services and pricing offered by CCA are well suited to the County's needs and will provide significant cost savings when compared to outsourcing each individual training need, be it for compliance or professional skills development.

This Board Letter has been reviewed by the County Executive Office, the Auditor-Controller's Office, General Services Agency, and County Counsel. If you have any questions regarding this item, please call Betsy Swanson Hollinger at (805) 654-2313, or Shawn Atin, at (805) 654-2561.

Respectfully submitted,



Shawn Atin
Assistant County Executive Officer/Human Resources Director



Sevet Johnson, PsyD
County Executive Officer

- c: Jeffery S. Burgh, Auditor-Controller
Tiffany N. North, County Counsel
Mike Pettit, Assistant County Executive Officer
Kaye Mand, Assistant County Executive Officer/Chief Financial Officer

Attachments:

- **Exhibit 1 – Amendment No. 1 to Cornerstone OnDemand Inc. Contract**
- **Exhibit 2 – Cornerstone OnDemand Inc. Contract**
- **Exhibit 3 – Cornerstone Content Anytime Curated Topic Summary**