The most important thing you may do all day...
Introducing....

Extreme MAKEOVER
DCG EDITION
Why the Makeover?

- Internal analysis driven by customer input
  - Critical questions:
    - Are we providing quality customer service?
    - Are we meeting the needs of our customers?
    - Are we meeting the needs of our staff?
    - Are we being efficient in the distribution of workload?
Reorganization Goals

- Build excellence
- Unity of purpose
- Customer focus
  - Increase service and accessibility
- Improve workload management
- Enhance consistency
- Benefits for everyone!
Department of Contracts & Grants
What we look like now…
Department of Contracts & Grants
ISI Office

Jeri Muniz
Executive Director

Steve Mendiburu
Associate Director
DCG ISI Office

Elizabeth Hisserich
Sr. Administrator

Andrew Probasco
Sr. Administrator

Mitali Ravindrakumar
Administrator
Issues to address

- No clear delineation in complexity of responsibilities between staff levels
- Teams do not share a common complement of departments
- Disparate nature of tasks create generalist structure
- Inequitable workload distribution
- Inconsistent structures among offices
Key Goals and Benefits

- Create teams organized around shared department complements to enhance customer focus
- Align complexity of workload tasks with levels of staff responsibility and expertise
- Create content-area experts to maximize workload efficiency
Key Goals and Benefits - a closer look

- Create teams organized around shared department complements to enhance customer focus
  - Create a comprehensive team of experts with particular focus areas
  - Establish primary customer service point of contact to facilitate enhanced communication with PI’s/departmental contacts and team workload oversight
  - Distribute workload to minimize change in current service relationships
Key Goals and Benefits - a closer look

- Align complexity of workload tasks with levels of staff responsibility and expertise
  - Enhance efficiency
  - Establish clear career path for staff supported by growth opportunities and cross training

- Create content-area experts to maximize workload efficiency
  - Sponsor-driven/functional area distribution structure
  - Data driven
Team Member Functional Areas

Industry/For-profit
State/Local Govt
International
Special Agreements
(Confidentiality Agreements, Data Use, CRADA’s, etc)

Nonprofit/University

Federal

Outgoing Subawards ICA’s

Pre- and post-award activities

If you know the sponsor/functional area, you know where it goes!
Team Structure

- Multiple teams with primary functional Administrator responsibilities delineated by Sponsor type (Federal, University/Hospital/Non-profit, Industry, and Subawards).
- Team structure will consist of at least one Administrator from each of the three sponsor areas described below. A separate Subaward Team will handle all outgoing subawards for each campus (UPC, HSC or Marina).

- **Federal**
  - All federal sponsored activities, pre- and post-award

- **University/Hospital/Non-profit**
  - All University/Hospital/Non-profit sponsored activities, pre- and post-award

- **Industry/For-profit, State/Local gov, Intl., Special Agreements**
  - All Industry/For-profit sponsored activities, pre- and post-award
  - All State/Local government sponsored activities, pre- and post-award
  - All International sponsored activities, pre- and post-award
  - All special agreements, CDA’s, Data use, CRADA, etc.
  - Team supervision
  - Primary customer service point of contact for PI /Department

- **Subaward Team**
  - All outgoing subawards and modifications for all sponsor types under USC prime awards
  - Manage subaward templates, procedures, policies
  - Manage collection of A-133 information for subrecipient monitoring
  - FFATA reporting
UPC Team Structure

TEAM 1

Angie Karchmer  Principal C&G Officer
Industry/For-profit
State/Local Govt
Intl
Special Agreements
Team Lead/Customer Service POC

Katie Rountree  Senior C&G Officer
Nonprofit/Univ

Heather Kubinec  Senior C&G Officer
Nonprofit/Univ

Savannah Castro  C&G Officer
Federal

Nancy Levien  C&G Officer
Federal

TEAM 2

Ben Holstein  Principal C&G Officer
Industry/For-profit
State/Local Govt
Intl
Special Agreements
Team Lead/Customer Service POC

Lauren Ferrell  Senior C&G Officer
Nonprofit/Univ

Nicole Burelli  C&G Officer
Federal

Vicki Iwata  C&G Officer
Federal

SUBAWARD TEAM

Ivan Rukavina  C&G Officer
Outgoing subawards

Christopher Avalos  C&G Officer
Outgoing subawards
Marina Team Structure

Steve Mendiburu
Associate Director
DCG Marina

Amechi Akpom
Principal C&G Officer
- Marina Industry/For-profit
- Marina State/local Govt
- Marina Intl
- Marina Special Agreements

Elizabeth Hisserich
Senior C&G Officer
- ICT Federal
- UARC

Andy Probasco
Senior C&G Officer
- ISI Federal
- Marina Outgoing Subawards
- ICA’s

Mitali Ravindrakumar
C&G Officer
- Marina Nonprofit/Univ
- Marina Account Setup
What does this mean for me???

- More comprehensive team support
- Functional area experts
- Implementation of new proactive subaward initiation process
- Enhanced efficiency = better customer service!
New Subaward Initiation Process

**STEP 1: DCG**
- Receives Prime Award
- Establishes acct
- Generates NOA
- Generates Subaward Initiation Form (SIF)
- Emails SIF to PI/Dept.

**STEP 2: PI/Department**
- Completes SIF
- Attaches Purchasing Requisition (PR), scope of work, and budget to SIF
- Emails SIF & associated docs to DCG

**STEP 3: DCG**
- Drafts/Negotiates Subaward
- Executes Subaward
- Distributes copies to PI, Department, Purchasing
- Forwards PR to Purchasing

**STEP 4: Purchasing Department**
- Reviews PR/SIF
- Drafts/posts PO
Future Episodes...what's next?

- New structure effective May 1, 2012
- Upcoming Opportunities to hear details about the transition
  - Town Hall Meetings
    - Reorg details re: team responsibilities
    - Team contact information sheets
    - Reception to follow – mingle with your team!
    - Invitations forthcoming
  - Email communications to faculty/staff
    - Reorg details re: team responsibilities
    - Team contact information sheets
  - Team meetings with departments
- Contact Us!
For all of your valuable input, collaboration and partnership throughout the process…

THANK YOU!!!
Questions?
Answers?
Jokes?
Candy?