



Change & Innovation Agency

Increase your capacity to do more good

## PRESS RELEASE

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### Change & Innovation Agency Receives California Multiple Award Schedule (CMAS) Contract

Change & Innovation Agency (CIA), a consulting firm dedicated to helping government agencies (state, county, city) increase capacity so they can do more good – with a special emphasis on process redesign in human services and child welfare – is pleased to announce that we are now officially an authorized vendor with the California Multiple Award Schedule (CMAS) Contract program. As an approved CMAS vendor, CIA can offer our proven business consulting and services in the areas of: business process redesign, program design, program development, organizational assessment, change management, audit/evaluation, risk assessment, benchmarking, project management, strategic planning, facilitation, survey, and training development.

“At Change & Innovation Agency, we are extremely excited to partner with California State and local government agencies through the CMAS program as they seek to increase capacity and improve how they serve citizens,” said Blake Shaw, Senior Partner at Change & Innovation Agency. “When we are brought in to help clients, agencies are usually already struggling to perform: facing a capacity crisis with huge backlogs, not delivering services timely, experiencing customer dissatisfaction and an unengaged workforce,” comments Shaw. “By streamlining the contracting process and removing many of the barriers, CMAS approval allows our team of change agents to move quickly and step in to help agencies as they seek new and innovative ways to regain and develop capacity to meet demand with their existing staffing and resources. The results include improved performance, increased customer satisfaction and employee engagement. The key is typically to create processes where the customer’s first or second contact is with the worker that will be providing the service.”

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The acceptance of C!A as a CMAS provider allows California government agencies to gain quick and easy access to purchasing professional business and non-IT consulting services offered by C!A. CMAS contracts are open-ended contracts with a pre-defined term based on a previously bid and awarded federal contract through the General Services Administration (GSA) Multiple Award Schedules (MAS) program. The State of California then establishes a totally independent California contract for the *same* products and services at equal or lower prices, adds standard contract terms and conditions and procurement codes, policies and guidelines, which results in a CMAS contract.

Vendors must pass through a comprehensive review process in order to be accepted to the CMAS program. California State and local buyers save time and reach better purchasing decisions by procuring through the pre-approved list of CMAS suppliers. A local government agency is any city, county, district, or other local governmental body, including the California State University (CSU) and University of California (UC) systems, K-12 public schools and community colleges empowered to expend public funds.

California agencies using the CMAS schedule for purchases may now contract for Change & Innovation Agency's professional consulting services under CMAS Contract Number 4-20-03-0808A. For more information on the CMAS program, visit <https://www.dgs.ca.gov/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/CMAS-Program-Overview>

### About Change & Innovation Agency

Public servants by experience and at heart, Change & Innovation Agency's (C!A) team of award-winning change agents understands first-hand the challenges that government leaders and their teams face as they perform the vitally important – and noble – work of government, as they dedicated much of their professional careers to public service before joining C!A. Each team member brings unique and diverse practical experience representing all different levels of government operations, and has a deep understanding of government processes working with state, county, and city agencies, their local offices, and the associated federal agencies. To help government transform, it is critical to think differently about the systems of government. And that is what we bring to the table: a new way of thinking that challenges the status quo and offers proven, innovative approaches that work for government to recover lost production capacity, improve accuracy and timeliness, increase customer service, and discover methods to more efficiently delivery services to its citizens. Simply stated – together, we work with government to increase capacity to do more good.

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