

## **RESOLUTION NO. .**

**BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA**

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**RESOLUTION AUTHORIZING AN AGREEMENT WITH PUBLIC CONSULTING  
GROUP TO PROVIDE CONSULTING AND CURRICULM DEVELOPMENT FOR THE  
TERM OF JULY 1, 2015 THROUGH JULY 30, 2016 IN AN AMOUNT NOT TO  
EXCEED \$422,046**

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**RESOLVED**, by the Board of Supervisors of the County of San Mateo, State of California, that

**WHEREAS**, the Human Services Agency is responsible for administering federal, state and county funded programs that protect our most vulnerable residents, and our services provide safety net and work supports to help families achieve self-sufficiency; and

**WHEREAS**, the Human Services Agency recently conducted an internal assessment and developed an operational plan and report which identified that staff development and training needed further evaluation; and

**WHEREAS** in-effective training and non-standardized case processing in the administration of benefits has resulted in high program error rates for CalFresh, CalWORKs, and Medi-Cal and in turn, inconsistent and poor customer service; and

**WHEREAS**, with your Board's approval, HSA would like to enter into an agreement with Public Consulting Group for the purpose of re-designing HSA's current staff development and training infrastructure by designing a business model for a staff development and training division to support the ongoing training needs of program

staff; a new worker training unit; on-the-job training for existing ESS, SMCWorks and support staff; and training for internal staff to build future capacity in training and policy development; and

**WHEREAS**, the scope of professional services provided by Public Consulting Group is focused on Economic Self-Sufficiency, and SMC Works Divisions, but will ultimately benefit all divisions within the Agency as well as customers utilizing HSA's services; and

**WHEREAS**, services are anticipated to be completed within one year, in an amount not to exceed \$422,046 for the term of July 1, 2015 through July 30, 2016 ; and

**WHEREAS**, with your Board's approval of this agreement it is anticipated that HSA will have an improved service delivery system, expand the knowledge and capacity of its staff to provide timely and high quality services and improve error rates; and

**WHEREAS**, this Board has been presented with a form of such agreement and has examined and approved it as to both form and content and desires to enter into same.

**NOW THEREFORE, IT IS HEREBY DETERMINED AND ORDERED** that

**A.** the President of the Board is hereby authorized and directed to execute said agreement for an on behalf of the County of San Mateo and the Clerk of this Board shall attest the President's signature thereto; and

**B.** the Director of the Human Services Agency or the Director's designee is hereby authorized to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term of services is/are within the current or any revised fiscal provisions.

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