COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency

Date: April 30, 2015
Board Meeting Date: July 7, 2015
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Iliana Rodriguez, Director, Human Services Agency

Subject: Agreement with Public Consulting Group

RECOMMENDATION:
Adopt a resolution authorizing an agreement with Public Consulting Group to provide consulting and curriculum development for the term of July 1, 2015 through July 30, 2016, in an amount not to exceed $422,046.

BACKGROUND:
The Human Services Agency (HSA) recently conducted an internal assessment and developed an operational plan and report. Staff development and training were identified as areas that need improvement. Based on performance data and staff feedback, the current training program for new and existing staff is not effective. As a result, case processing for the administration of benefits is not standardized and producing high case error rates (CalFresh 37%, CalWORKs 44% and Medi-Cal 16%). This leads to inconsistent and poor customer service.

Effective staff training is the foundation on which a successful public assistance agency is built. HSA's goal is to decrease error rates and enhance the effectiveness of the Economic Self Sufficiency (ESS) and SMC Works program and support staff. HSA is realigning the focus of staff services on high quality customer service and completing tasks within desired timeframes, accurately and in compliance with County and state regulations.

HSA conducted a Request for Proposal in February 2015 to find a contractor that specializes in staff development and training infrastructure development. The proposer needed to be knowledgeable of public assistance programs and have the expertise to develop a framework and strategies to reorganize the way that HSA provides staff development and training. Training is provided to program staff for the purpose of increasing staff knowledge, retention of learning, customer service skills, and effective

work habits to provide accurate, timely and excellent quality services to the San Mateo County community.

DISCUSSION:
HSA is responsible for administering federal, state and County funded programs that protect our most vulnerable residents. Our programs provide safety net services and provide work supports to help families achieve self-sufficiency. The scope of this contract is focused on the ESS and SMC Works Divisions, but will ultimately benefit all divisions within the Agency and all customers utilizing our services.

With your Board's approval, HSA recommends awarding a contract to Public Consulting Group which is an expert in the redesign and training of public sector programs and administration. Public Consulting Group will evaluate HSA's current staff development and training infrastructure and assist HSA in the following:

- Designing a business model for a staff development and training division to support the ongoing training needs of program staff,
- Designing a new worker training unit for ESS Division,
- Designing on-the-job-training for existing ESS, SMCWorks and support staff, and
- Providing training to internal staff to build future capacity in training and policy development.

Infrastructure review, redesign and implementation will take place over a one year period.

The resolution contains the County's standard provisions allowing an amendment of the County's fiscal obligations by a maximum of $25,000 (in aggregate). The agreement and resolution have been reviewed and approved by County Counsel.

Approval of the agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by developing a strong Staff Development and Training infrastructure to establish effective staff training as a foundation within the Agency, benefiting ESS and SMC Works staff and ultimately the clients accessing HSA services. Based on customer satisfaction surveys it is anticipated that the overall training unit satisfaction will be 90% or higher as a result of improved training. Further it is anticipated that 95% of training materials will be updated based on the new training model.

PERFORMANCE MEASURE(S):

Measure	FY 2014-15 Actual	FY 2015-16 Projected
% ESS and SMCWorks trainees who rate training as good or excellent	*N/A	90%
% of training materials that have been updated based on the new training model	*N/A	95%

*This is a new training model and new measure and there is no current data for FY 2014-15.

.
.
.

FISCAL IMPACT:
The term of the agreement is from July 1, 2015 through July 30, 2016. The amount of the agreement is not to exceed $422,046 for the term of the agreement. This Agreement is 100% funded through the State and Federal sources including CalWORKs, Medi-Cal and CalFresh program revenues. There is no Net County Cost. Appropriations were included in the FY 2015-16 and FY 2016-17 Recommended Budgets.