



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
County Manager



**Date:** November 21, 2014

**Board Meeting Date:** December 9, 2015

**Special Notice / Hearing:** None

**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** John L. Maltbie, County Manager

**Subject:** Second Amendment to the Agreement with Hansei Consulting

**RECOMMENDATION:**

Adopt a Resolution authorizing a second amendment to the agreement with Hansei Consulting, extending the term through December 31, 2015, and increasing the amount by \$435,000 to a new amount not to exceed \$725,985.

**BACKGROUND:**

In FY 2011-12, the County embarked upon a continuous process improvement initiative; a long-term investment in looking at processes and ensuring that the County was being run in the most efficient manner. As a result, the Center for Continuous Process Improvement (CCPI) was established.

On October 28, 2013, the County entered into an agreement with Hansei Consulting to assist with the development of the CCPI overview training, development of a core CCPI team and the planning, facilitation and support of CCPI work sessions. The amount of the agreement was \$99,180 for the term October 28, 2013 through April 27, 2014.

On February 25, 2014, your Board approved an amendment to the agreement with Hansei Consulting, extending the term through October 28, 2014, increasing the scope of the agreement adding four process improvement events, and increasing the amount to \$290,985.

To date, Hansei Consulting has assisted the County with four Process Improvement Events to 1) reduce the time it takes to update benefits for Medi-Cal and food stamps for clients of the Human Services Agency from 49 days to 3 days; 2) reduce the total processing time for assessment appeals by 40 days, from 170 days to 130 days; 3)

develop a new comprehensive employee onboarding program for new hires to San Mateo County; and 4) publish the Board of Supervisors agenda one day earlier.

**DISCUSSION:**

CCPI is in the process of developing a comprehensive training plan of LEAN/Six Sigma fundamentals and process improvement techniques. Over the next six months, Hansei Consulting will work with CCPI to implement the training in order to develop a cohort of 8-10 analysts that will be able to lead process improvement events without consulting assistance by the next performance cycle in 2016. The long-term goal is to offer this thorough training to all supervisors and managers to create a culture of continuous process improvement throughout the County.

Hansei Consulting will also co-lead five process improvement events with this cohort of CCPI trainees to provide hands-on practical experience with planning and leading events. Possible improvement projects area of focus include the Countywide budget process, information technology customer service processes, and timely access to veterans services and benefits. This second amendment to the agreement with Hansei Consulting increases the scope of the agreement to include these services, extends the term of the agreement through December 31, 2015, and increases the amount by \$435,000 to a new amount of \$725,985.

County Counsel has approved the agreement and Resolution as to form.

**FISCAL IMPACT:**

The second amendment to the agreement with Hansei Consulting increases the amount of the agreement by \$435,000 to \$725,985 and extends the term through December 31, 2015. Non-Departmental Reserves will be used to fund the agreement.