



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Human Services Agency



**Date:** July 28, 2015  
**Board Meeting Date:** September 1, 2015  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Iliana Rodriguez, Director, Human Services Agency

**Subject:** Amendment with KRJ Design Group for Service Delivery Redesign

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with KRJ Design Group to continue to provide Service Delivery Redesign Services, extending the term by 24 months to July 1, 2013 through June 30, 2018 and increasing the amount by \$350,000 to an amount not to exceed \$750,000.

**BACKGROUND:**

On September 9, 2013, the Director of the Human Services Agency approved Agreement Number 70100-14-D003, authorizing KRJ Design Group to provide Service Delivery Redesign Services to accommodate the changing client service needs.

In January 2014, the Human Services Agency (HSA) experienced a significant increase in the number of office visits by San Mateo County residents once they became eligible for health insurance coverage under Health Care Reform in January 2014. This increase resulted in increased lines and wait times, as a result, public and client interaction spaces in HSA's offices were redesigned to take advantage of new technology and efficient workflows in order to minimize wait time and provide a more accessible, higher quality of service to clients.

On October 21, 2014, your Board adopted Resolution Number 073457 authorizing a first amendment to the agreement with KRJ Design Group to provide Service Delivery Redesign Services.

As a result, public and client interaction spaces in HSA's offices were redesigned to take advantage of new technology and efficient workflows in order to minimize wait times and provide a more accessible, higher quality of service to clients.

**DISCUSSION:**

This amendment will allow KRJ Design Group to provide additional services related to remodeling or moving the offices at 92<sup>nd</sup> Street; more extensive remodeling at Quarry Road; and construction project management services to avoid interruption in client services during critical construction project phases. At this time, 92<sup>nd</sup> Street, which serves San Mateo County's Economic Self Sufficiency (ESS) clients, is the last office to be remodeled to the Service Delivery Redesign standard. HSA is determining whether to negotiate a long term lease, or undertake a move to a nearby site to enable HSA to continue to maintain an office in the most populous city in San Mateo County. Either option will likely expand the need for current facility consulting services well into the FY 2017-18.

The construction project at Quarry Road has been expanded to include remodeling of all first floor areas, including extensive changes to the kitchen and dining room. As a result, it is necessary for HSA to expand the use of construction project management services from KRJ Design Group to a much greater extent than anticipated at the beginning of the contract.

It is in the best interest of the County to extend the current agreement with KRJ Design Group as is it more efficient and cost effective to leverage their understanding of HSA's Service Delivery Redesign goals and ensure consistency with design and construction standards for these additional projects. A 3-Year Waiver Request was approved by the Contract Compliance Committee.

This amendment and resolution have been reviewed and approved by County Counsel as to form.

This amendment contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing improvements to facilities utilized by residents accessing services. It is anticipated that three more complex designs will be completed over the next two years.

**PERFORMANCE MEASURE(S):**

<b>Measure</b>	<b>FY 2015-16 Actual</b>	<b>FY 2016-17 Projected</b>	<b>FY 2017-18 Projected</b>
Number of Site Design Studies completed, improving public space and amenities for clients and accommodating new, efficient workflow.	5	2	1

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**FISCAL IMPACT:**

The term of the amended agreement is July 1, 2013 through June 30, 2018. The amount of the agreement is being increased by \$350,000 to a new amount not to exceed \$750,000. Of this increase of \$350,000, 80% (\$280,000) will be funded by Agency Cost Applied Recovery and 20% (\$70,000) will be the net county cost. Funding is included in the FY 2015-16 and FY 2016-17 Adopted Budgets and will be included in the FY 2017-18 Recommended Budget.