



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



**Date:** May 4, 2016  
**Board Meeting Date:** June 7, 2016  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

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

**Subject:** Amendment to the agreement with Viva Strategy + Communication

**RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with Viva Strategy + Communication to develop and implement strategic plans, increasing the amount by \$81,600 to an amount not to exceed \$268,725.

**BACKGROUND:**

On October 8, 2015, the Board of Supervisors approved an agreement with Viva Strategy + Communication ("Viva") by Resolution 074110, for the term of November 10, 2015 to December 31, 2016 in an amount of \$187,125, to provide consulting services to aid and advance implementation of HSA's 2015-2020 Agency Strategic Plan (the "Strategic Plan") across its branches. The Strategic Plan includes assessment and identification of partnership opportunities and utilization of industry performance benchmarks. Viva was chosen based on its experience and because its proposed plan and process best meets the needs of the Human Services Agency (HSA).

**DISCUSSION:**

Pursuant to the existing agreement, Viva is developing goals and strategies that have clear performance targets and metrics to measure outcomes and leads Human Services Agency branches on paths of quality improvement. Viva is currently assisting with 3 branch-level programs toward these goals. HSA has recently reorganized its branches, resulting in the need to expand the development of goals and strategies. Accordingly, HSA is submitting for approval an amendment that will increase the current agreement to cover the costs of including two newly organized branches, Finance and Staff Development. This will allow the Contractor to finalize the outcome and implementation planning phases for the existing Strategic Plan. The implementation of these branches in the Strategic Plan will strengthen HSA capabilities, streamline processes, and enhance services to the community.

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

The amendment contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing improved programs and enhanced services across the community. With the addition of the Finance and Staff Development branches, Viva will assist in developing benchmarks for a total of 5 programs toward the goals of the HSA Strategic Plan. It is anticipated that 100% of program-specific benchmarks for the goals of the Strategic Plan will be developed on schedule.

**PERFORMANCE MEASURE(S):**

<b>Measure</b>	<b>FY 2015-16 Estimated</b>	<b>FY 2016-17 Projected</b>
Percent of program-specific benchmarks for the goals of the Strategic Plan developed on schedule.	80%	100%

**FISCAL IMPACT:**

The term of the agreement is November 10, 2015 through December 31, 2016. This amendment adds \$81,600 in financial obligation to this agreement for a new total of \$268,725. Costs incurred under this agreement will be Cost Applied out to HSA with funding estimated to be 70% state and federal, and 30% net county cost. Budgetary appropriation for this agreement is included in the FY 2016-17 Recommended Budget.