



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Services Agency



Date: September 14, 2015
Board Meeting Date: October 6, 2015
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Iliana Rodriguez, Director, Human Services Agency

Subject: Agreement with Viva Strategy + Communication for development and implementation of program level strategic plans

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Viva Strategy + Communication to develop and implement program level strategic plans for the term of November 10, 2015 through December 31, 2016, in an amount not to exceed \$187,125.

BACKGROUND:

In 2015, the Human Services Agency developed a strategic plan which outlined clear goals and objectives, creating a clear line of sight to the community's goals and objectives throughout the Agency's programs. The strategic plan will improve services to our clients and partners, and contribute to a healthy, safe, prosperous and collaborative community.

In August 2015, the Human Services Agency conducted a Request for Proposal to seek out a contractor that was experienced in program strategic planning, implementation and training. Viva Strategy + Communications was chosen based on its experience and because its proposed plan and process best meets the needs of the Agency.

DISCUSSION:

The Human Services Agency is contracting for services to aid and advance implementation of its 2015-2020 Agency Strategic Plan across programs and units to provide a "clear line of sight" as described in Shared Vision 2025.

Viva Strategy + Communications will develop program strategic action and implementation plans to operationalize the Human Services Agency's Strategic Plan goals and objectives across programs. These goals and objectives will have clear performance targets and metrics to measure outcomes and lead the program on a path of program quality improvement. The plans will include assessment and identification of

partnership opportunities, utilization of industry performance benchmarks and clear articulation to the Agency plan to create the “clear line of sight”.

Implementation of these program strategic plans will strengthen program capabilities, streamline processes and enhance services to the community.

The resolution contains the County’s standard provisions allowing amendment of the County’s fiscal obligations by maximum of \$25,000 (in aggregate).

The agreement and resolution has been reviewed and approved by County Counsel as to form.

This agreement contributes to the Shared Vision 2025 outcome of a Prosperous Community by providing improved programs and enhanced services across the community. It is anticipated that development of programmatic work plan templates and implementation will be 100% successful across all three Human Services Agency divisions.

PERFORMANCE MEASURES(S):

Measure	FY 2015-16 Projected
Development of program-specific benchmarks that measure Agency's progress over next five years.	100%

FISCAL IMPACT:

The term of the agreement is November 10, 2015 through December 31, 2016. The amount of this agreement is \$187,125. Costs incurred under this Agreement will be cost applied out to Human Services Agency with funding estimated to be 70% state and federal, 30% net county cost. Appropriation for this agreement is included in the FY 2015-16 and FY 2016-17 Adopted Budgets.