



Board Agenda Item 48

DATE: July 14, 2026

TO: Board of Supervisors

SUBMITTED BY: Sanja Bugay, Director, Department of Social Services

SUBJECT: Amendment No. 2 to Agreement with InTelegy Corp. for Organizational Consulting services

RECOMMENDED ACTION(S):

Approve and authorize the Chairman to execute Amendment No. 2 to Agreement No. 23-549 with InTelegy Corp. for organizational consulting services, extending the term by two years by adding two optional 12-month extensions from October 1, 2026, through September 30, 2028, and increasing the maximum by \$611,439 to a total of \$1,586,439.

There is no additional Net County Cost (NCC) associated with the recommended action. Approval of the recommended action will extend the term of the agreement by adding two optional 12-month extensions and increase the maximum compensation by \$611,439 to continue supporting administrative and program service enhancement through consulting services provided by InTelegy Corp. This item is countywide.

ALTERNATIVE ACTION(S):

Should your Board choose not to approve the recommended action, the Department will only be able to continue using InTelegy services until September 2026. This would prevent the Department from utilizing InTelegy support in any new projects and could disrupt the momentum of current organizational process enhancement initiatives. A disruption would lead to delays in the Department achieving strategic objectives.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended action. The increased maximum compensation amount of (\$1,586,439) will be offset with State and Federal funds (\$1,362,615), 2011 Realignment (\$100,492) in lieu of State General Funds for Child Welfare Services and Adult Protective Services Programs that were realigned to counties through Assembly Bill (AB) 118, 1991 Social Services Realignment funds (\$109,540) and the required Net County Cost(\$13,792) which is part of the Allocated NCC that offsets the share of cost for the General Relief Program. Sufficient appropriations and estimated revenues are included in the Department's Org 5610 FY 2026-2027 Recommended Budget and will be included in subsequent budget requests.

DISCUSSION:

On October 10, 2023, the Board approved agreement No. 23-549 with InTelegy Corp. to provide organizational consultation services including mapping and analysis of business processes; the ability to explore opportunities and enhancements in cross-organizational collaboration; and project management to improve, update, and streamline Child Welfare Services (CWS) business processes to ensure timely services while maintaining safety for both CWS staff and clients

On August 6, 2024, the Board approved the first amendment No. 24-425 to the agreement which incorporated the two optional 1-year extensions into the base contract making it a three-year agreement with no optional extensions. The amendment also increased the maximum compensation by \$300,000 to account for the Department's expanded partnership with InTelegy Corp to improve executive and managerial processes while building internal capacity. The expansion included one-on-one coaching to integrate new tools and practices into regular use, and a Project Management training series for department supervisors and division chiefs.

The Department remains committed to strengthening CWS by continuously enhancing policies and procedures through the Quality Parenting Initiative (QPI). These QPI-driven improvements focus on refining practices to ensure that all stakeholders in the child welfare system collaborate as partners in driving systemic change. This work is part of a broader strategy to provide children and families with timely, effective, and well-coordinated support. As these enhancements progress, the need for ongoing consultation and cross-departmental collaboration becomes increasingly important to ensure alignment across service delivery systems and to promote integrated, family-centered care.

In addition, the Department has recognized the importance of leadership development and organizational capacity-building to support the successful implementation of these systemic changes. Coaching and technical assistance for leadership and management staff have proven to be critical components in driving high-level strategic initiatives and sustaining long-term improvements. As the Department moves forward with program reorganizations for service and workload efficiencies - such as In-Home Supportive Services (IHSS) - it is essential to engage consultants with expertise in organizational design, change management and leadership coaching to guide and support these initiatives.

To support these expanded efforts, utilization under the existing agreement must be amended to include additional high-impact projects that align with the Department's goals. To advance these goals, this item recommends increasing the maximum compensation and extending the contract term to support the continued implementation of these initiatives.

Approval of this amendment will ensure that the Department maintains the necessary resources and partnerships to advance service delivery priorities and deliver improved outcomes for vulnerable children and families served. Approval will support enhancing change management leadership processes and building internal capacity to support staff.

REFERENCE MATERIAL:

BAI#56, August 6, 2024
BAI #69, October 10, 2023

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Amendment No. 2 to Agreement with InTelegy Corp.

CAO ANALYST:

Ron Alexander