



As a result of performing similar engagements across the country, TechSolve has found that the amount of involvement the staff has in the process improvements (and all associated tasks) directly corresponds to the success of the proposed implementation plan. San Mateo County expanded on this concept by incorporating formal team presentation of the planned improvement results to the top management and political leadership of the County. The presentations of the results of the events have proven to be the capstones to the project team taking ownership of the process. The project team members then had first-hand knowledge of the process nuances, results, which facilitated grassroots communication to their peers.