



**“It’s never easy transforming a process or an organization. Yet, progress is built on innovation coupled with constant and effective change.”**

## CAPABILITY

### Business Process Transformation

#### The Questions

- Is your organization implementing a new program?
- Do you currently have cumbersome and inefficient business processes?
- Are you having difficulty reaching specific program targets?

#### The Facts

In the public sector, results are not always easy to measure. Budgets are limited and the success of change initiatives depends on buy-in at the top, together with understanding and training through all levels of the organization. The last thing you need is a generic solution based on best practices that don't fit the realities of your organization.

Hagerty professionals have the background and expertise you need to transform business processes and improve performance throughout your organization, from back office operations to service delivery.

#### A Square Peg in a Square Hole

Hagerty will analyze your operation and work with you to understand your goals. Our professionals will leverage their years of experience to help you design and implement effective business process improvements such as:

- Envisioning transformed operations and the desired outcome
- Analyzing and mapping current processes to identify all areas that require transformation
- Designing new and actionable processes that will improve performance without compromising quality
- Implementing process improvements and making sure that everyone in your organization understands them
- Developing and implementing systems to measure results and assure continuous improvement

The result will be dramatic and measurable improvements in your operations, including lower costs, better quality, higher customer satisfaction, and faster delivery of services.

#### **Hagerty professionals have provided Business Process Transformation services to many clients, including:**

City of Los Angeles  
Federal Emergency Management Agency  
Internal Revenue Service  
Patent and Trademark Office  
Department of Housing and Urban Development



**“Great facilitators distinguish themselves through preparation and skill. It’s when diverse perspectives are respected and leveraged that innovation and teamwork flourish.”**

## CAPABILITY

### Facilitation

#### The Questions

- Are you finding it difficult to simultaneously manage the dynamics of a meeting, record results, and make a meaningful contribution?
- Are you getting the information and results you need from every meeting—on time and on schedule?
- Do you know how to use the latest facilitation and group management technology?

#### The Facts

Improving programs, assessing results, plotting a new course—each of these activities is vital to your job as a public manager. Each also requires input from staff, stakeholders, and experts. Getting the right people into one room is challenge enough, but managing a meeting effectively in order to get the desired results can seem impossible. You have clashing personalities, competing agendas, and general group dynamics to worry about, not to mention the substantive information you want to convey. In some situations, you may never be able to get a particular group together again. You could use someone to focus on meeting dynamics so all the participants can concentrate on the substance of your mutual endeavor.

With Hagerty, you gain the perspective of an experienced, independent third-party facilitator. Hagerty professionals have extensive experience facilitating meetings for a broad range of public and private sector clients. We have the professionalism, skills, and tools to help you manage a meeting and get relevant answers and results.

#### Why Give Up Your Day Job?

Hagerty emphasizes thorough preparation in advance of a meeting. Preparation reduces meeting management breakdowns and the facilitator has the flexibility to respond when unanticipated meeting roadblocks occur. Hagerty professionals have experience managing a variety of meetings and group activities including focus groups, business process mapping and re-engineering workshops, strategic planning sessions, after-action reviews, and meetings to discuss lessons learned.

Hagerty meeting facilitation services can help you:

- Develop an agenda, determine talking points, and choose reading materials to assign to group members in advance of the meeting
- Use a range of group-dynamic intervention techniques to keep the meeting on time and on task
- Record ideas and comments, prepare meeting notes and analysis, and identify follow-up actions
- Use various technologies, from flip charts to electronic groupware, that can facilitate rapid diagnostic appraisals and brainstorming and help to distill great ideas

The result is a meeting that is more efficient and effective. In addition, you’ll be confident during the meeting that you and your team are exchanging the right information to achieve the right results.

#### Hagerty professionals have provided Facilitation services to many clients, including:

Agency for International Development  
Department of Housing and Urban Development  
Federal Emergency Management Agency  
Food and Drug Administration  
National Nuclear Security Administration



**“Reliable, trusted information is the backbone of any organization. Without it, less informed decisions are made.”**

## CAPABILITY

### Financial Management and Analysis

#### The Questions

- How reliable is the financial information that informs your decision-making process?
- Do you fully understand federal audit requirements, Office of Management and Budget (OMB) Circulars and federal financial management guidelines?
- Are you receiving reimbursement for all expenses allowable under federal guidelines?

#### The Facts

Whatever your organization’s focus or mission, sound financial management is vital to successful program administration. In the public sector, simply navigating the maze of federal regulations and requirements can be a daunting task. You need assistance from a team that has years of experience helping public sector clients comply with federal requirements, conduct complex financial analyses, and improve financial management.

Hagerty’s team of seasoned consultants, accountants, public sector managers, economists, and financial analysts will help you, whatever your financial analysis and management needs. Hagerty professionals have advised chief financial officers, transformed financial business processes, and helped public sector agencies comply with complex federal requirements. Our professionals combine technical expertise with a deep understanding of the public sector financial environment. Their combined skills and experience will help you assure compliance and improve performance.

#### Dollars and Sense

Hagerty’s range of financial management and analysis services includes:

- Financial and eligibility reviews of complex, multi-million-dollar, politically sensitive grants
- Assistance with federal government audits, internal control reviews, compliance reviews, and auditable surveys
- Compliance with the Chief Financial Officers Act and OMB Circulars, including OMB Audit Requirements of Federal Financial Statements
- Improper Payments Act analysis, including recommendations for eliminating improper payments in the future
- Complex financial analysis, including trend analysis, estimation of the financial impacts of policies and programs, and projections of revenue lost as the result of a disaster
- Transformation of financial management processes to improve your organization’s efficiency and performance

Hagerty will help you produce results that include reduced costs, thorough compliance with federal regulations, and improved performance of grants and loans.

#### **Hagerty professionals have provided Financial Management and Analysis services to many clients, including:**

Agency for International Development  
 California Department of Forestry and Fire Protection  
 Federal Emergency Management Agency  
 Pension Benefit Guaranty Corporation  
 Department of Homeland Security



**“Managing federal grant programs is complicated; the requirements are sometimes burdensome to both the federal government and the recipients. Yet, done right, the benefit of these grants far exceeds the administrative requirements.”**

## CAPABILITY

### Grant and Loan Management

#### The Questions

- Do you need to reduce the administrative costs of your grant or loan program?
- Are you having trouble evaluating a recipient's compliance with federal, state, or local regulations and requirements?
- Are you looking for ways to maximize the grant and loan funds you receive?

#### The Facts

Government and quasi-governmental agencies offer billions of dollars in grants and loans each year. As a grant and loan maker, you understand that managing these programs requires expertise in financial management, program evaluation, and project management, as well as in-depth understanding of the regulations and policies that govern grants and loans. For potential grant recipients, simply identifying the opportunities for your organization can be incredibly tricky and made increasingly difficult by the maze of grant and loan requirements.

Hagerty professionals have a balance of the talent, skill, and experience necessary to help you with all aspects of grant and loan management. Hagerty professionals include accountants with more than 20 years experience in financial management and auditing; former government executives who have administered billion-dollar grant programs; and grant writers who have secured tens of millions of dollars for local governments. Hagerty professionals won't need to learn on the job. They're already specialists in grant and loan administration and can help you achieve your goals by focusing on your unique, specific needs.

#### A Day Early and a Dollar More

Hagerty professionals will work with you to manage every component of your grant and loan program; they will help you:

- Educate potential grant and loan recipients about eligibility requirements and application processes
- Evaluate and redesign grant and loan application processes
- Assess the eligibility of applicants, projects, and programs for specific grant and loan programs
- Monitor the performance of grants and loans and the compliance of grant and loan recipients
- Provide technical assistance to grant and loan recipients to improve their performance
- Develop and implement risk management and cost control measures aimed at limiting fraud and default

The results will be more cost-efficient program administration, reduced fraud, and greater compliance with the rules and regulations governing the grant.

#### Hagerty professionals have provided Grant and Loan Management services to many clients, including:

California Department of Health Services  
 Corporation for National Service  
 Department of Homeland Security  
 Department of Housing and Urban Development  
 Federal Emergency Management Agency



**“Interpreting policy in light of process and operational considerations is critical if the policy is to achieve its desired outcome without creating administrative headaches.”**

## CAPABILITY

### Policy Analysis

#### The Questions

- Do you understand the potential economic and social impact of a new policy or program?
- Are you aware of the policy alternatives, including costs and benefits, of a challenging public policy issue?
- Are you having trouble interpreting a new policy, regulation, or law?

#### The Facts

Policy analysis, also called policy studies, is the systematic evaluation of alternative means of achieving social and public policy goals. The responsibility for policy decisions resides in the public sector. But does your staff have the time, expertise, and focus to conduct the complex analytics these decisions require? When faced with a difficult policy challenge, you need to be armed with all available information about policy options, impacts, and costs.

Hagerty has the knowledge, tools, and experience necessary to help you effectively analyze, interpret, and implement public policy.

#### Know your Options. Put the Ball in Our Court.

Hagerty professionals have advanced degrees in public administration, public policy, statistics, economics, and social work, and have years of policy analysis experience. Hagerty has professionals around the country who are experts in specific policy areas; they can help you interpret the most complex policies and anticipate and react to policy changes. Hagerty is adept at writing policy research papers that address all sides of a complex policy issue. We can help you:

- Understand the ramifications of new laws, regulations, and policies
- Analyze public policy issues, emerging trends, and advance policy alternatives
- Employ quantitative and qualitative methods or models to assess the impact of a specific policy or program
- Project the economic and social consequences of a proposed policy change

Hagerty cannot make policy decisions for you. But we can put you in a position to understand your alternatives and make the best decisions possible.

#### Hagerty professionals have policy expertise in many areas, including:

Chief Financial Officers Act  
Government Performance and Results Act  
Government Management Reform Act  
Office of Management and Budget Circulars  
President's Management Agenda  
Stafford Disaster Relief and Emergency Assistance Act



**“Managing a complex federal or state program is not easy. It requires discipline, careful upfront planning, an exceptional team, and a focus on continuous improvement.”**

## CAPABILITY

### Program and Project Management

#### The Questions

- Is your project management plan helping you reach your goals, or is it just another administrative requirement?
- Are your projects supported by proper management and reporting systems?
- Do your projects have appropriate management structures, spans of control, and reporting relationships?

#### The Facts

In the public sector, managing complex projects and programs presents various unique challenges. You need to control costs, meet specific objectives, deal with personnel issues, comply with regulations—and, of course, you need to report key information to your superiors, to oversight bodies, and ultimately to the public. Given budget constraints and sometimes unrealistic requirements, directing multiple projects can overwhelm even the most capable public manager. You need the help of professionals with the experience, training, tools, and smarts to help you through the stickiest management challenges.

Why is Hagerty an ideal partner? Hagerty has a thorough understanding of the complexities of managing initiatives in a public sector environment; a deep knowledge of best management practices from the public and private sectors; and demonstrated experience with proven systems for project management and quality assurance. Hagerty professionals have successfully managed some of the largest government assistance programs, including the \$7.4 billion outsourced Public Assistance Program after 9/11 and a \$1.3 billion local government loan program established after Hurricane Katrina. With that experience Hagerty brings unprecedented knowledge about what works and what doesn't, particularly during times of change, uncertainty, or crisis.

#### A Cookie Cutter is Only Good for Cutting Cookies

You can take various approaches to managing a program or a project, but not all of them work all of the time. Hagerty can help you find the right approach to manage your specific effort and develop program and project management services tailored to your needs. For example, Hagerty can:

- Develop and implement project management plans
- Develop and maintain quality control and quality assurance plans
- Conduct management reviews, including risk assessments, span of control, succession planning, and professional development and training
- Direct the management of specific programs and projects

Hagerty can help you plan and coordinate a project from inception to completion, with the specific goals of helping you meet your requirements, adhere to your time frame, keep costs in line, and meet all quality standards and requirements.

#### Hagerty professionals have provided Program and Project Management services to many clients, including:

Agency for International Development  
 City of Los Angeles  
 Department of Housing and Urban Development  
 Federal Emergency Management Agency



**“Responsible organizations plan for the worst. The best respond and recover with speed, agility, and confidence.”**

## CAPABILITY

### Preparedness and Crisis Recovery

#### The Questions

- Are you aware of the threats facing your organization or jurisdiction? Do you have a plan to address those threats or risks?
- Do you have a comprehensive and realistic plan to recover from an emergency or disaster?
- Are you getting the most from the funds you receive from your federal grant?

#### The Facts

September 11th and Hurricane Katrina brought disaster preparedness to the forefront of public consciousness. Every organization, whether in the public or private sector, now focuses more time, money, and energy on this issue. However, your next crisis may be unlike any you have ever faced. Although some events are predictable—it is highly likely that the southeastern United States will experience another major hurricane—some events defy imagination. You need to have a set of flexible plans and systems in place so you are prepared for any number of potential emergencies, disasters, or crises.

Do you have the necessary plans and systems in place?

#### The Best Preparation for the Worst

Hagerty Consulting and its professionals have expertise in every phase of disaster preparedness, response, and recovery. Hagerty is comprised of former Federal Coordinating Officers, former FEMA regional directors, and consultants and public managers who have managed numerous disaster response and recovery efforts. Hagerty professionals specialize in using technology, data, and smart business processes to improve response and recovery operations. Equally important, Hagerty has unparalleled expertise and experience with complex federal programs, grants, and loans that help states and local communities recover from emergencies and disasters.

Hagerty professionals provide the full range of preparedness, response, and recovery services; they will help you:

- Conduct risk assessments, capability assessments, and gap analyses, and develop strategic plans to guide your preparation for natural and human caused events
- Develop emergency response and recovery plans, COG and COOP plans, and hazard mitigation plans
- Assess your training needs, develop a training plan, and conduct training for a range of emergency response and recovery systems and programs
- Develop and implement management plans, systems, and tools that will help you use data and effectively manage emergency response and recovery operations
- Manage state and federal recovery programs
- Identify funding opportunities and prepare grant applications for Homeland Security and emergency preparedness, response, and recovery funds

Hagerty will help you plan for a crisis. If or when a crisis occurs, Hagerty will help you respond and recover with agility and confidence.

#### Hagerty professionals are knowledgeable about many preparedness and recovery systems and programs, including:

Continuity of Operations COOP  
 National Incident Management System NIMS  
 FEMA Individual and Public Assistance  
 FEMA Hazard Mitigation Grant Program  
 Homeland Security Grant Program



**“A well-run organization constantly charts its course, sets its expectations, monitors its performance, and makes mid-course corrections.”**

## CAPABILITY

### Strategic and Performance Management

#### The Questions

- Does your organization have a clear definition of success? Are you measuring the right targets? Are you measuring them in the right ways?
- Do you have a clear one-year, three-year, and five-year plan? Does each plan align with your mission, values, and goals?
- Are you looking for a system to measure progress, identify problems, and fix them?

#### The Facts

You're held accountable—by the public, the Government Accountability Office, your supervisors. You need to produce results. But do you have a clear plan for producing them? Do you even know how well you're doing? Whether you're a government contractor or a manager in the public sector, improving performance and measuring progress are crucial to your job. You need a partner who has the perspective, experience, and demonstrated ability to help you do exactly that.

Hagerty's team of experienced strategic planners, managers, and technology experts are ready to help you define what success means to your organization and gauge your progress toward your goals. We've done it successfully for some of the largest, most complex federal agencies and government contractors.

#### What Gets Measured Gets Done

Hagerty will work with you and your staff to develop and implement a strategic and performance management plan that will help you:

- Identify achievable and measurable goals that align with your mandate and mission
- Develop meaningful and effective performance metrics to gauge your progress
- Develop effective strategies and initiatives to help you achieve your goals
- Establish systems to measure performance of individual employees, managers, and teams; highlight weaknesses; and target areas that need improvement
- Develop management dashboards and other data reporting systems that will deliver critical, targeted performance data to you, your superiors, and your constituents
- Assess your current budget and programs to determine if they align with your goals, and if not, develop a plan to correct them

Once you understand what drives performance, you can redirect your organization and allocate resources to reach your goals.

#### Hagerty professionals have provided Strategic and Performance Management services to many clients, including:

Department of the Interior  
Department of State  
Federal Emergency Management Agency  
National Aeronautics and Space Administration  
U.S. Forest Service