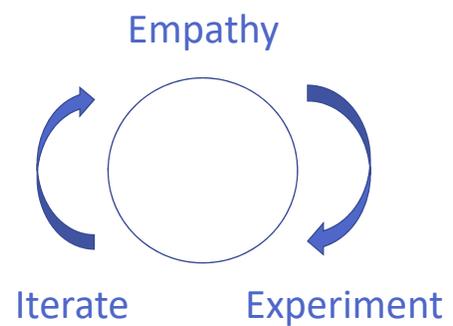


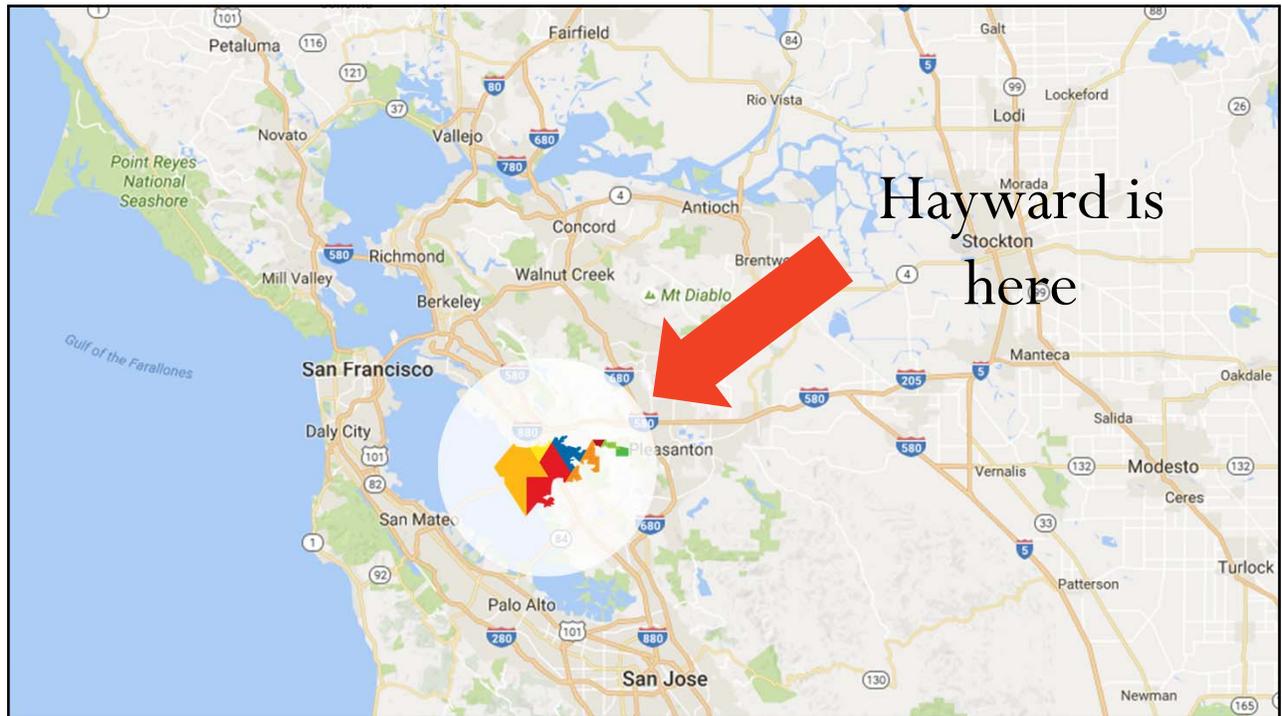
# Lean Start Up - Local Government Edition Hayward, California



**REPEAT!**



What if you aren't San Francisco or New York City?





# Why Lean Start Up?



MANAGING PEOPLE  
**What Great Managers Do to Engage Employees**

You can't get blood out of a stone.



Today's Problem: Hoarding





Up to 1.4 million people in the United States display compulsive hoarding behaviors.

News

**Tragic Menlo Park hoarding case leads to questions about city enforcement**

## Firefighters Struggle to Enter 'Hoarder House' during Fire

POSTED 11:30 PM, MARCH 24, 2015, BY [SONSEEHRAY TONSALL](#), UPDATED AT 11:29PM, MARCH 24, 2015



The team embarked on the Lean Start Up process.



“We can fix the hoarding problem, but not the person.”



“Without illegal activity, there’s nothing for us to really address.”



“We have no way of following up with these people, and no resource to offer.”



“There’s a clinical treatment, but our staff aren’t trained.”



“They’re not legally incompetent, so we can’t force them and it’s not a top priority.”



“Everybody was at the table, and hoarders said ‘thanks, but no thanks.’”

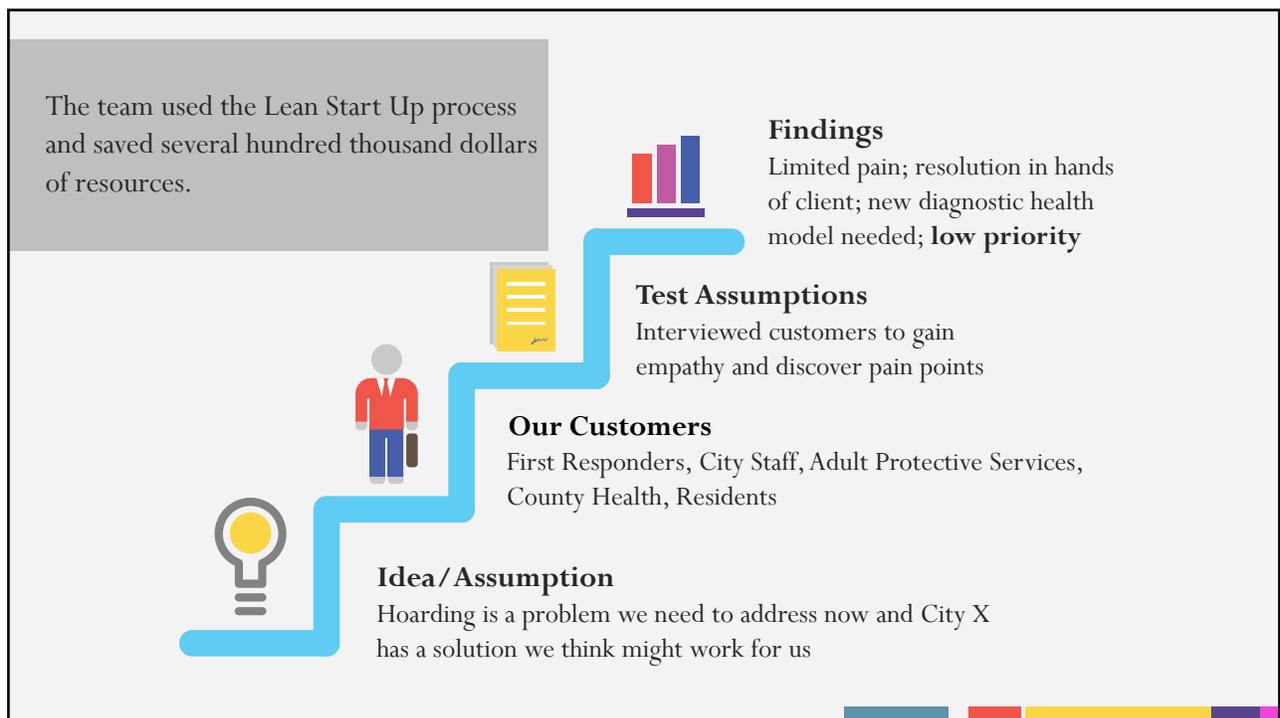
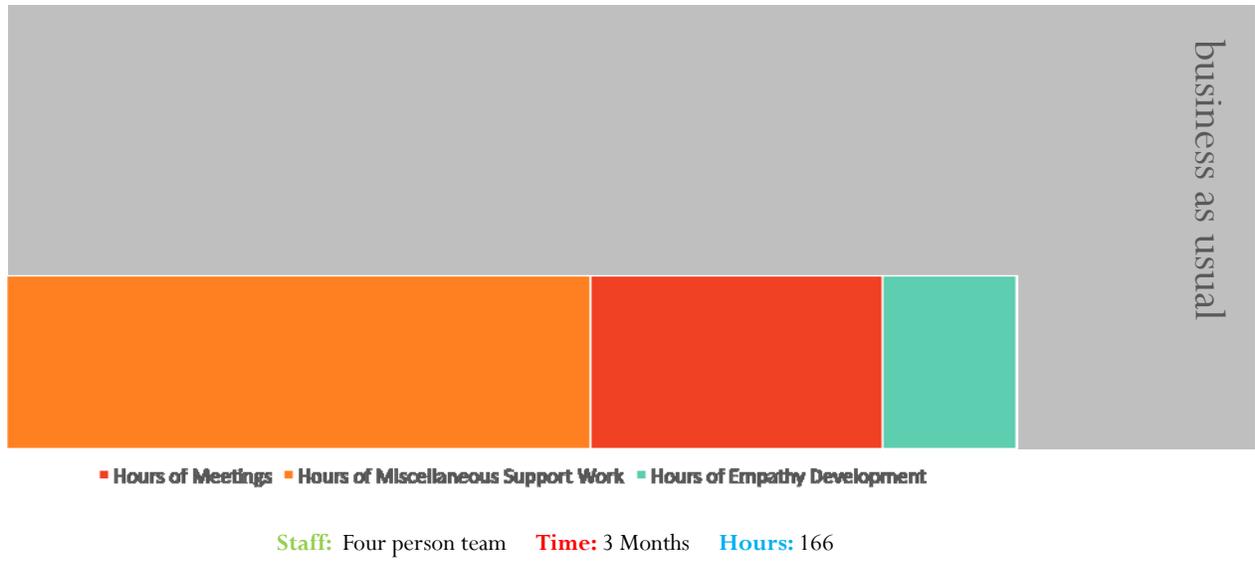
### Business As Usual (2013 Total Staff Hours, 15 Months)

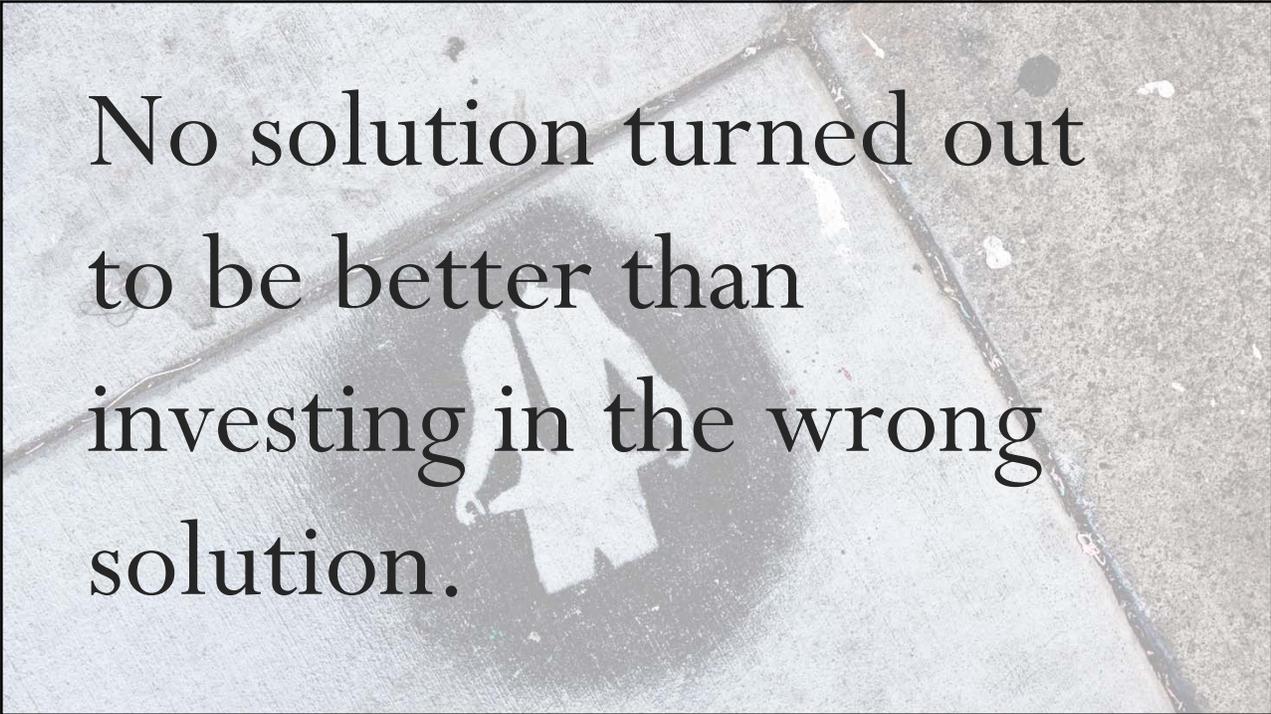


- Hours of Meetings
- Hours of Research (Best Practices, Etc.)
- Hours of Program Design
- Hours of Departmental Vetting
- Hours of Council Prep and Meetings

Staff: 10 person Interdepartmental Task Force   Time: 15 months   Hours: 2013

## Lean Innovation Process (166 Total Staff Hours, 3 Months)





No solution turned out  
to be better than  
investing in the wrong  
solution.



And we're using the process to improve  
our customers' experience interacting  
with their City government!

Lean Start Up is also shaping our  
approach to improving employee  
engagement

