

# SANTA BARBARA COUNTY BOARD AGENDA LETTER



Clerk of the Board of Supervisors  
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**Agenda Number:**  
**Prepared on:** 6/7/05  
**Department Name:** Board of Supervisors  
**Department No.:** 011  
**Agenda Date:** 6/21/05  
**Placement:** Departmental  
**Estimate Time:** 15 Minutes on 6/28/05  
**Continued Item:** NO  
**If Yes, date from:**

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**TO:** Board of Supervisors

**FROM:** Salud Carbajal, First District Supervisor

**STAFF CONTACT:** Jeremy Tittle  
x2186

**SUBJECT:** Family Service Agency "2-1-1" presentation

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## **Recommendation(s):**

That the Board of Supervisors: set a hearing for June 28, 2005 on the Departmental agenda to receive a presentation on the roll-out of the 2-1-1 health and human services information line in preparation for the launch of 2-1-1 in Santa Barbara County on June 30, 2005.

## **Alignment with Board Strategic Plan:**

Strategic Goal No. 7, -A community that fosters the well being of families and children. Family Service Agency's 2-1-1 program will enable families to easily access information and referral and receive the benefits.

## **Executive Summary and Discussion:**

The telephone number 2-1-1 has been designated by the Public Utilities Commission to be the only three digit number nationally to connect people with important community services. 2-1-1 will increase community access by:

- Providing one-number access to a wide range of service information
- Increase quality referrals eliminating the need for multiple calls
- Increase appropriate utilization of 9-1-1 for emergency services

Presently the state of California is in the process of implementing 2-1-1 county by county. The majority of counties in Southern California will be rolling out 2-1-1 the summer of 2005. 2-1-1 will go on-line in Santa Barbara County in July 2005.

The Board of Supervisors presentation on June 28, 2005 is meant to share information about the national telephone number "2-1-1" for health and human services. Family Service Agency, serving the community

since July 31, 1899, and has been designated as the provider of 2-1-1 for Santa Barbara County. This easy to remember number will be available 24/7, multi-lingual, free, confidential and will provide information and referral, crisis intervention and suicide prevention.

**Mandates and Service Levels:**

This program serves all ages, religions, languages and income levels throughout Santa Barbara County.

**Fiscal and Facilities Impacts:**

None at this time