



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Social Services
Department No.: 044
For Agenda Of: 6/21/16
Placement: Administrative
Estimated Tme:
Continued Item: No
If Yes, date from:
Vote Required: 4/5

TO: Board of Supervisors

FROM: Department Daniel Nielson, Social Services Director
Director(s) (805) 346-7101
Contact Info: Laura Mejia, Manager, Social Services (805) 346-7609

SUBJECT: Community Action Commission of Santa Barbara County for 211 Helpline Service
First Amendment and Budget Revision Request

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Approve and authorize the Chair to execute the First Amendment to the Agreement with Community Action Commission of Santa Barbara to provide the 211 Helpline Service for the period from July 1, 2015, through June 30, 2016, to increase the contract amount by \$12,900.00, for a contract amount not to exceed \$170,540; and
- b) Approve the Budget Revision Request No. 0004484 to increase appropriations by \$12,900.00 in the Department of Social Services Fund 0055 for Services & Supplies to fund the CAC contract increase, and also, to increase the Residual Fund Balance by \$4,600.00 in the Department of Social Services Fund 0055 for Changes to Residual Fund Balance, both are funded by an operating transfer from the General Fund Department 990 (4/5 vote required); and
- c) Determine that the above recommended actions are exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15061(b)(3), finding that the above recommended actions are covered by the general rule that CEQA applies only to projects which have the potential for causing a significant effect on the environment, and where it can be seen

Auditor-Controller Concurrence

As to form: Yes

with certainty that there is no possibility that the activity may have a significant effect on the environment, the activities are not subject to CEQA.

Summary Text:

This item is on the agenda in order to approve the First Amendment to the Agreement with Community Action Commission of Santa Barbara County (CAC) for the 211 Helpline Service. On August 25, 2015, your Board approved an Agreement with CAC to provide the 211 Helpline Service, which is a resource connecting individuals to critical health and human services resources. These services include, but are not limited to, counseling, food assistance, domestic violence services, health care, senior services, legal assistance, and housing. The 211 Helpline also provides disaster response public information to the Santa Barbara County community at large. This program operates as a free resource on behalf of all County residents 24 hours a day, seven days a week, in over 150 languages.

Background:

Authority for the operation of 211 information and referral services using the three-digit dialing code was first enacted by the Federal Communication Commission (FCC) in 2000. The FCC found that there was a demonstration of sufficient public benefit to justify the use of a 211 number to be used for access to community information and referral services. The Commission charged each state with the task of implementing the 211 program. The FCC's regulatory framework was based upon the set of national program and operational standards put forward by the United Way of America and the Alliance of Information and Referral Services, the two major national leaders in the 211 movement.

In California, the California Public Utilities Commission (CPUC) is responsible for the operation, oversight, regulation and authority of 211. These services are typically carried out by local organizations approved by the CPUC to use the 211 dialing code to serve specific counties. Information and referral centers seeking to utilize the 211 dialing code must apply to the CPUC for rights to use the service. A CPUC decision states, "The use of the 211 dialing code has the potential to provide California with easy access to information concerning child care services, housing assistance, physical and mental health resources, aging and hospice services, educational and other programs. Such information is not currently available through the 911 emergency code or the 311 non-emergency code." Currently, 93 percent of the state's population has access to 211. Nationally, 211 covers 82 percent of the U.S. population.

On August 25, 2015, the Board of Supervisors approved execution of an Agreement with CAC for the 211 Helpline Service from July 1, 2015 through June 30, 2016 for a total contract amount not to exceed \$157,640. Your Board was also informed that CAC's budget to run the program was \$209,000.00, but since that level of funding had not been secured, the contract amount would only be for \$157,640.00. As a result of this shortage, CAC decreased their costs in areas such as marketing, reproduction, and staff travel, and reduced its budget to \$186,540.00. However, there is still a shortage of \$12,900.00. To meet the shortfall, a budget revision is recommended, increasing the 211 Helpline contract by \$12,900 funded by a transfer from the General Fund. Additionally, \$4,600 of funding pledged by a private organization in FY 14-15 did not materialize. The Department incurred these costs in FY14-15. Therefore, the recommended budget revision will also provide \$4,600 from the General Fund to cover the FY14-15 donation that was not provided.

Expenses	
Personnel	\$86,143.50
Postage	\$100.98
Travel	\$1,138.62
Training	\$3,988.30
Telephone/Communications	\$748.96
Equipment Lease	\$1,716.25
Reproduction	\$2,513.99
Office Supplies	\$132.44
Marketing	\$2,043.61
Rent and Utilities	\$2,610.00
Insurance	\$180.00
AIRS & 211 Dues	\$987.79
I-Carol Subscription	\$3,272.67
Interface	\$65,000.00
Indirect Costs	\$15,962.89
Total Program Expenses	\$186,540.00

With the recommended budget revision, the County Executive Office and CAC have identified the following funding sources and amounts. CAC will be receiving \$16,000.00 directly from the City of Santa Barbara.

Revenues		County	Outside Entity
SB County Human Services Commission (Community Services Agency)	\$30,000.00	\$30,000.00	
SB County Alcohol Drug & Mental Health Services	\$18,400.00	\$18,400.00	
SB County First 5	\$28,440.00	\$28,440.00	
SB County Social Services	\$11,100.00	\$11,100.00	
SB County Public Health	\$10,000.00	\$10,000.00	
Emergency Public Information	\$10,000.00	\$10,000.00	
County General Fund	\$62,600.00	\$62,600.00	
City of Santa Barbara	\$16,000.00		\$16,000.00
SubTotal Revenue for Contract	\$186,540.00	\$170,540.00	\$16,000.00
FY 14/15 shortfall (General Fund)	4,600.00	\$4,600.00	
Grand Total	\$191,140	\$175,140.00	\$16,000.00

Performance Measure:

Following are the performance measures for this Agreement:

- Maintain database information to be current, or less than one (1) year old

- Maintain the Uptime of the 211 website at a minimum of 90%, in order to remain accessible and provide referrals.
- Increase the number of calls received by the 211 Helpline by at least 10%.
- Increase the number of referral agencies listed in the 211 database by at least 3%.

Fiscal and Facilities Impacts:

Budgeted: No

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>Annualized On-going Cost:</u>	<u>Total One-Time Project Cost</u>
General Fund	\$ 67,200.00	\$ -	
State	\$ 5,527.00	\$ -	
Federal	\$ 5,573.00	\$ -	
Other: Operating Transfers	\$ 96,840.00		
Miscellaneous Revenue	\$ -	\$ -	
Total	\$ 175,140.00	\$ -	\$ -

Narrative:

Approval and execution of this First Amendment to the Agreement will result in total direct contract expenditures of no more than \$170,540. The City of Santa Barbara has contributed \$16,000 of funding directly to the contractor, reducing the net cost to the County. The net cost of \$170,540 will be funded by a previously approved ongoing General Fund Contribution of \$49,700, an additional \$12,900 of General Funds for the increase included in the First Amendment to the Agreement, \$96,840 of Operating Transfers from County Departments, \$5,527 of State Funds, and \$5,573 of Federal Funds. The Agreement contains a non-appropriation clause in the event funds are not appropriated.

Additionally, \$4,600 of funding will be provided to the Department of Social Services to reimburse a shortfall in FY 14/15 resulting from a pledged donation that was not provided by a private organization. This \$4,600 transfer will be funded with 100% County General Funds. In total, the General Fund Contribution for the FY 15/16 contract of \$62,600 and the General Fund Contribution for the FY 14/15 shortfall of \$4,600 amount to \$67,200.

Key Contract Risks: The risk assessment worksheet has been completed, and DSS has determined that CAC is a low risk vendor. The County has significant experience with CAC and is confident of its ability to continue providing 211 services.

Staffing Impacts: N/A

Legal Positions:
0

FTEs:
0

Special Instructions:

Please send one (1) duplicate original of the First Amendment to Agreement and one (1) copy of the Minute Order to:

Department of Social Services
Attn: Contracts Coordinator
2125 S. Centerpointe Parkway
Santa Maria, CA 93455

Attachments:

Attachment 1: First Amendment to Agreement of Independent Contractor – Community Action
Commission of Santa Barbara
Attachment 2: Budget Revision Request

Authored by:

Laura Mejia, Social Services Administrative Operations Manager