



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: Public Health
Department No.: 041
For Agenda Of: June 27, 2023
Placement: Administrative
Estimated Tme:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: Department Mouhanad Hammami, Director
Director Public Health Department
(805) 681-5115
Contact Info: Rynn Schumacher, Interim Deputy Director, Community Health
(805) 681-5435
SUBJECT: **Second Amendment to the Agreement with Community Action Commission for 2-1-1 Helpline Service for COVID-19 Information and Referrals**

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Approve and authorize the Chair to execute a Second Amendment with the Community Action Commission (dba CommUnify) for the provision of 2-1-1 Helpline Services for COVID-19 related community information, to increase the Agreement amount by \$99,600 for a revised total not to exceed \$305,501, and to extend the period of performance for an additional year ending June 30, 2024; and
- b) Determine that the above activity is not a “Project” subject to California Environmental Quality Act (CEQA) review per CEQA Guideline Section 15378(b)(5), since the activity is an organizational or administrative activity of government that will not result in direct or indirect physical changes in the environment.

Summary Text:

This item is on the agenda to authorize the Chair to execute a Second Amendment with the Community Action Commission of Santa Barbara County (dba CommUnify) for 2-1-1 Helpline Services. The Second Amendment adds funding and extends the term. CommUnify provides information and linkage to resources resulting from the COVID-19 pandemic. Due to the value of the Agreement with CommUnify exceeding \$200,000, this item is before the Board for consideration (Attachment A).

Background:

The 2-1-1 Helpline Service 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 2-1-1 Helpline Service also provides local disaster response public information to the Santa Barbara County community at large. This program operates as a resource on behalf of all County individuals 24 hours a day, seven days a week, and in over 150 languages at no cost to the caller.

Since 2016, the 2-1-1 Helpline Service has supported various Santa Barbara County disasters, including fire and debris flow-related evacuations. The Ventura County 2-1-1 call center answers Helpline Service calls for Santa Barbara County and twenty-one other 2-1-1 Helplines throughout California. The multi-county call center model provides some flexibility to handle temporary local disaster call surges. However, the COVID-19 pandemic has resulted in surges for local information and linkage to resources, requiring additional call center resources to handle the call volume. This Second Amendment will allow CommUnify to continue providing support for the local surge in calls resulting from the COVID-19 pandemic.

On March 1, 2022, the Board of Supervisors approved an Agreement between CommUnify and the County for the 2-1-1 Helpline Service for COVID-19 information and referrals that was set to end as of June 30, 2022. Since June 30, 2022, CommUnify has continued to provide 2-1-1 Helpline Service for COVID-19 information and referrals. The Public Health Department (PHD) is requesting a Second Amendment for continued 2-1-1 Helpline Services as part of the ongoing COVID-19 response in the County.

Performance Measures:

1. Maintain iCarol database information to be current on the latest information and referral sources for COVID-19 related resources and questions.
2. Maintain 2-1-1 website updated with the most current COVID-19 incident information.
3. Collaborate continuously with the County Public Health COVID-19 Communications Team to ensure awareness of the most current incident information and for consultation on complex issues *and* referral needs.
4. Limit call wait to 90 seconds or less for 90% of calls.

Contract Renewals and Performance Outcomes:

The County of Santa Barbara has had continuous 2-1-1 Helpline Services since 2014. They have provided excellent information and referral services for clients and community members in the County.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

This amendment will extend the 2-1-1 Helpline Services Agreement BC21242 with CommUnify through the revised end date of June 30, 2024, and increase the total amount by \$99,600 for a revised total not to exceed \$305,501. \$36,000 is included in the Public Health Department's recommended FY 2023-24 budget for this Agreement. A final budget adjustment has been submitted and approved by the CEO for Adoption for the additional \$63,600 for the upcoming fiscal year. The additional cost of this amendment

will be funded through the use of Federal Epidemiology and Laboratory Capacity Expansion Funding made available by the Coronavirus Response and Relief Supplemental Appropriations Act of 2021, P.L. 116-260.

This program is supported by the Centers for Disease Control (CDC) and Prevention of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$305,501 with 100 percent funded by CDC/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by CDC/HHS, or the U.S. Government.

Key Contract Risks

Risks are limited due to the short time duration of this Second Amendment. The County has a longstanding relationship with CommUnify for 2-1-1 Helpline Services. Additionally, the Agreement includes a 30-day termination for convenience clause.

Staffing Impacts

There are no staffing impacts.

Legal Positions:
0

FTEs:
0

Special Instructions:

Please execute two (2) original Agreements with CommUnify and retain one (1) original Agreement and one (1) Minute Order for pick-up by the department. Email MargaretFitzwilliamFigueroa@sbcphd.org when available for pickup.

Attachments:

- A. CAC Second Amendment for 2-1-1 Helpline Services for COVID-19 Information and Referrals
- B. CAC First Amendment for 2-1-1 Helpline Services for COVID-19 Information and Referrals
- C. CAC Agreement for 2-1-1- Helpline Services for COVID-19 Information and Referrals

Authored by:

Rynn Schumacher, Interim Deputy Director, Community Health