



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:** March 15, 2022  
**Placement:** Administrative  
**Estimated Tme:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors  
**FROM:** Department Daniel Nielson, Social Services Director  
Director(s) (805) 346-7101  
Contact Info: Heather Gardner, Social Services Operations Support and Special  
Projects Manager, (805) 346-8264  
**SUBJECT:** **Fourth Amendment to the Agreement with Community Action Commission of  
Santa Barbara County dba CommUnify for 211 Helpline Service**

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**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, ratify, and authorize the Chair to execute the Fourth Amendment to the Agreement with Community Action Commission of Santa Barbara County dba CommUnify, a local vendor, to provide the 211 Helpline Service for Fiscal Year 2021/2022 for a total increased contract amount not to exceed \$191,966 for the period from July 1, 2021 through June 30, 2022;
- b) Determine that the 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 in order to approve the Fourth Amendment to the original Agreement with Community Action Commission of Santa Barbara County (CAC). CAC is now legally Community Action Commission of Santa Barbara County dba CommUnify (CommUnify). This Fourth Amendment for the 211 Helpline Service shall revise the budget for current Fiscal Year (FY) 2021/2022.

**Background:**

The 211 Helpline Service is a resource connecting individuals to critical health and human services resources. These services include, but are not limited to, information and referral to counseling, food assistance, domestic violence services, health care, senior services, legal assistance, and housing. The 211 program operates as a free resource on behalf of all County residents 24 hours a day, seven days a week, in over 150 languages.

The 211 Helpline Service also provides disaster response public information to the Santa Barbara County community at large. Since 2016, the 211 Helpline has supported every county disaster including fire and flood related evacuations. As the County continues to respond to the COVID-19 pandemic, there has been a six-fold increase in the number of County residents in need of support from 211 Helpline Service, compared to FY 2018-2019. The Santa Barbara County Board of Supervisors adopted a contract with the County Emergency Management Office and the Joint Information Center on September 20, 2020 to provide additional funding for the COVID-19 related information and referral calls.

Additional funding sources have been secured for FY 2021/2022 to cover the total costs to run the 211 Helpline, resulting in this Agreement being modified. A one-time General Fund contribution totaling \$37,601.13 will eliminate the current revenue shortfall. The City of Santa Barbara has been included in the Outside Entity Revenue Column as the funding from this source goes directly to CommUnify from the City of Santa Barbara. The Fourth Amendment before your Board is only for the amount of funding flowing through the County for the 211 Helpline Service in the amount of \$191,966 for the period of July 1, 2021 through June 30, 2022.

**FY 2021-22 Budget - Revised 12/2021**

Expenditures		Total	
Program Expenses		\$197,342.20	
Indirect Costs		\$13,958.93	
<b>Total 211 Helpline Cost</b>		<b>\$211,301.13</b>	
Revenues	County	Outside Entity	Total
<b>County of Santa Barbara</b>			
Housing and Community Development	\$15,000.00		
Behavioral Wellness	\$18,400.00		
First 5 Santa Barbara County	\$15,000.00		
Social Services	\$15,000.00		
Public Health	\$10,000.00		
General Fund Contribution	\$77,400.00		
One-time General Fund	\$37,601.13		
City of Carpinteria	\$3,565.00		
City of Santa Barbara-Human Services Grant*		\$19,335.00	
<b>Total Secured Contributions</b>	<b>\$191,966.13</b>	<b>\$19,335.00</b>	<b>\$211,301.13</b>
<b>Total County Cost*</b>			<b>\$191,966.13</b>

\*City of Santa Barbara pays \$19,355 directly to CommUnify to help fund 211. Therefore, the total budget for CommUnify to run 211 Helpline is \$211,301 and the not to exceed total County cost is \$191,966.

**Performance Measure:**

Performance measures for FY 2020/2021:

- Maintain database information to be current, or less than one (1) year old.
- Maintain the uptime of 211 website at a minimum of 90 percent, in order to remain accessible and provide referrals.
- Increase the number of combined call volume and website sessions by at least 20 percent.
- Information and referral text messages shall be provided to at least 10 percent of callers.

**Fiscal and Facilities Impacts:**

Budgeted: Yes

**Fiscal Analysis:**

<b>Funding Sources</b>	<b>FY 2021-22</b>
General Fund	\$116,283.63
State	\$5,926.50
Federal	\$7,791.00
Other County Departments	\$58,400.00
Miscellaneous Revenue	\$3,565.00
<b>Total</b>	<b>\$191,966.13</b>

Narrative: DSS appropriated funds in its FY 2021/22 budget to support the operation of the 211 Helpline Service under the terms of the Third Amendment to the Agreement between the County and CommUnify, which was approved by the Board on September 14, 2021. DSS has sufficient appropriation to cover the additional expenses associated with the continued operation of the 211 Helpline Service. This appropriation will be funded on a one-time basis with DSS’s allocation of General Fund Contribution as it projects sufficient unanticipated revenue in the current fiscal year to cover other costs originally budgeted to be paid for with its allocation of General Fund Contribution. The County’s total contribution from all sources, which includes ongoing and one-time General Fund contributions, eligible State and federal funds allocated to DSS and other County departments, and a contribution from the City of Carpinteria, will not exceed \$191,966.13 in FY 2021/22.

**Key Contract Risks:** The risk assessment worksheet has been completed and has determined that CommUnify is a medium risk vendor.

**Staffing Impacts:**

**Legal Positions:**

0

**FTEs:**

0

**Special Instructions:**

Please scan, email and send one (1) duplicate original Amendment to the Agreement, and a copy of the minute order to:

DSS Contracts Unit  
 C/O Emma Duncan  
 2125 S. Centerpointe Parkway, 3<sup>rd</sup> Floor  
 Santa Maria, CA 93455  
[eduncan@countyofsb.org](mailto:eduncan@countyofsb.org)

**Attachments:**

1. Attachment 1 - Fourth Amendment – CommUnify - 211 Helpline Service
2. Attachment 2 - BC 19-217 CommUnity – 211 Helpline Service Agreement to include 1A, 2A and BC 21-125 3A.

**Authored by:**

Heather Gardner, Operations Support and Special Projects Manager  
Emma Duncan, Department Business Specialist/Contracts Coordinator