



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: 1/23/18
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Daniel Nielson, Social Services Director
Director(s) (805) 346-7101
Contact Info: Heather Gardner, Operations Support & Special Projects
Manager, Social Services
(805) 346-8264

SUBJECT: Fourth Amendment to Agreement with Community Action Commission of Santa Barbara County for 211 Helpline Service

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 the Fourth Amendment to the Agreement with Community Action Commission of Santa Barbara County to provide the 211 Helpline Service for a total contract amount not to exceed \$150,747 for the period from July 1, 2017, through June 30, 2018; and
- b) Determine that the above recommended action is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15061(b)(3), finding that the above recommended action is 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 with certainty that there is no possibility that the activity may have a significant effect on the environment, the activity is not subject to CEQA.

Summary Text:

This item is on the agenda in order to approve the Fourth Amendment to the Agreement between the County Department of Social Services (DSS) and Community Action Commission of Santa Barbara

County (CAC) to provide the 211 Helpline Services for the period of July 1, 2017 through June 30, 2018. It is the recommendation of DSS to authorize and execute this Fourth Amendment to the Agreement with CAC.

The City of Santa Barbara has contracted directly with CAC to provide the 211 Helpline Service as a result of funding provided through the Public/Human Services funds that CAC submitted and was selected to receive. The County in its prior Agreements with CAC included the City of Santa Barbara funding towards the total contract to provide the 211 Helpline Service. The total cost for CAC to provide the 211 Helpline Service shall remain unchanged at \$174,747, however now \$24,000 will be paid directly to CAC by the City of Santa Barbara.

As a result of the City of Santa Barbara's contract with CAC, we are now seeking approval of the Fourth Amendment to amend Exhibit B-3, Line Item Budget for the current term of the Agreement to reflect the change in funding. The terms and conditions of the Agreement shall remain as originally negotiated and prior Amendments other than amended in the Fourth Amendment.

Background:

The 211 Helpline Service continues to be 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 Service 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.

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 FCC 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, 98 percent of the state's population has access to 211. Nationally, 211 covers 93 percent of the U.S. population.

On August 25, 2015 and every year after, the Board of Supervisors approved execution of an Agreement with CAC for the 211 Helpline Service.

The revenue sources for the 211 Helpline Service are:

Revenue Sources		FY 17/18 Annual Budget
Human Services Commission		\$ 30,000.00
Behavioral Health		18,400.00
First 5		30,000.00
Social Services		11,100.00
Public Health		10,000.00
Ongoing General Fund		49,700.00
City of Carpinteria		1,547.00
City of Santa Barbara*		24,000.00
Total Revenue Sources		\$174,747.00

*** City of Santa Barbara pays \$24,000 directly to CAC to help fund 211. Therefore, total budget for CAC to run 211 is \$174,747 and the total county cost is \$150,747.**

Performance Measure:

CAC has satisfactorily met and continues to meet the performance measures set form in the Agreement:

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

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Funding Sources	FY2017/18 Cost:	Annualized On-going Cost:	Total One-Time Project Cost
Miscellaneous Revenue	\$ 1,547.00		
General Fund	\$ 79,700.00		
State	\$ 5,527.00		
Federal	\$ 5,573.00		
Other: Operating Transfers	\$ 58,400.00		
Other:			
Total	\$ 150,747.00	\$ -	\$ -

Narrative: Approval and execution of this contract will result in total direct expenditures of no more than \$150,747 in FY 2017-2018. Appropriations and associated funding for FY 2017-2018 are included in the DSS recommended budget. This contract will be funded by a previously approved ongoing General Fund Contribution of \$49,700, an additional one time General Fund (Human Services Commission) contribution of \$30,000, contributions from outside entities of \$1,547, state funds of \$5,527, federal funds of \$5,573, and \$58,400 of operating transfers from County departments. The contract contains a non-appropriation clause in the event funds are not appropriated.

Key Contract Risks:

The risk assessment worksheet has been completed. DSS has determined that CAC is a medium risk vendor. The County has significant experience with CAC and is confident CAC can continue to provide 211 Helpline Services.

Staffing Impacts:

Legal Positions:
0

FTEs:
0

Special Instructions:

Please scan and send one (1) duplicate original Agreement, and a copy of the minute order to:
DSS Contracts Unit
C/O Tricia Beebe
2125 S. Centerpointe Parkway, 3rd Floor
Santa Maria, CA 93455

Attachments:

1. Attachment 1 – Fourth Amendment – CAC – 211 Helpline Services

Authored by:

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Tricia Beebe, Contracts Coordinator