



RESPONSE TO GRAND Jury Report:

What is 2-1-1?

Will It Survive in Santa Barbara County?

**SANTA BARBARA COUNTY
BOARD OF SUPERVISORS**

May 6, 2014

Grand Jury Report Summary

- The Grand Jury examined the 2-1-1 Helpline Program and outlined concerns about the viability of the program due to the funding and management obstacles encountered.
- The Grand Jury found that the 2-1-1 Helpline Program has proven itself to be a vital community resource for Santa Barbara County, and to continue operating, the program requires a lead organization to assume the responsibilities of administration, management, and development of additional funding.
- Currently, the database is not updated. Several non-profits organizations and two of eight cities and the County of Santa Barbara have contributed money to the 2-1-1 program to keep it running.
- The Grand Jury recommends that the Board of Supervisors consider a proposal to provide one-time funding to complete the database update. The response letter reflects the Board of Supervisors direction of April 1, 2013.

Findings & Response

Finding 1: The Santa Barbara County 2-1-1 Helpline is a program that provides a valuable service to the residents of the county.

Response: **The Board of Supervisors agrees with this finding and recognizes the benefit of the information referral services.**

The Board of Supervisors has taken action at the meeting of April 1, 2014, to support and garner communitywide funding for the program through allocation of \$30,000 for database clean-up.

Finding 2: The Santa Barbara County 2-1-1 Helpline Program database of community resources is out-of-date and in critical need of updating.

Response: **The Board of Supervisors agrees with this finding.**

On April 1, 2014 the Board of Supervisors allocated \$30,000 from the contingency fund to update the database resource. It is anticipated the update will take 4-6 months to complete.

Findings & Response

Finding 3: There is insufficient funding to continue operating the Santa Barbara County 2-1-1 Helpline Program.

Response: The Board of Supervisors partially agrees with this finding.

There are multiple 2-1-1 funding models available to fund 2-1-1 in place and throughout the State. Many successful programs involve a partnership and local government agencies. The community investment partnership model presented to the Board of Supervisors on April 1, 2014 provides for proportional investment by all so that the community investment and support of the program is shared by many and enhanced. While the Board of Supervisors partially agrees with this finding as ongoing current funding does not exist; the funding strategy represents a way forward.

Findings & Response

Finding 5: The County of Santa Barbara is only temporarily administering the Santa Barbara County 2-1-1 Program.

Response: The Board of Supervisors agrees with this finding.

However, on March 5, 2014 the Community Action Commission (CAC), Board of Directors, voted to serve as the local operator of the program, should sustained funding be provided. It is anticipated that the transition to CAC will occur July 1, 2014 should an appropriate level of funding be attained.

Recommendation & Response

Recommendation 1:

That the Santa Barbara County Board of Supervisors allocate the requested funds to update the Santa Barbara County 2-1-1 Helpline Program resource database.

Response:

This recommendation has been implemented via action of the Board of Supervisors on April 1, 2014 to allocate \$30,000 to the database clean-up.

Recommendation 2:

That the Santa Barbara County Board of Supervisors identifies a local agency or organization qualified to assume the administrative and managerial responsibilities of the Santa Barbara County 2-1-1 Helpline Program.

Response:

This recommendation has been implemented via the selection of the Community Action Commission as the local community operator.

Recommended Actions:

That the Board of Supervisors:

- A. Consider and adopt responses in Attachment A as the Board of Supervisors' responses to the Grand Jury report titled: *What is 2-1-1? Will It Survive In Santa Barbara County?*; and
- B. Authorize the Chair to sign the letter included as Attachment A and forward the response to the Presiding Judge of the Superior Court.

Thank You.