



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:** March 1, 2022  
**Placement:** Administrative  
**Estimated Tme:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** 4/5ths

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**TO:** Board of Supervisors  
**FROM:** Department Van Do-Reynoso, MPH, PhD, Director  
Director Public Health Department  
Contact Info: Jackie Ruiz, Health Care Program Coordinator  
(805) 681-5473  
**SUBJECT:** Community Action Commission Agreement for 2-1-1 Helpline Service for  
COVID-19 Information and Referrals

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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 consider the following recommendations:

- a) Approve, ratify, and authorize the Chair to execute an Agreement with the Community Action Commission (dba CommUnify) for the provision of 2-1-1 Helpline Services for COVID-19 related community information and referrals in an amount not to exceed \$103,780.62 for the period of January 1, 2022 through June 30, 2022; and
- b) Approve and authorize Budget Revision BJE #0008075 in the amount of \$104,000 to establish appropriations of \$104,000 in the Public Health Department's Health Care Fund for expenditures made in support of 2-1-1 Helpline Services for County pandemic support efforts; and
- c) Determine that the above activities are not a "Project" subject to California Environmental Quality Act (CEQA) review per CEQA Guideline Section 15378(b)(5), since the activities are 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 an Agreement with the Community Action Commission of Santa Barbara County (dba CommUnify) for 2-1-1 Helpline Services to address the

local surge in calls for information and linkage to resources resulting from the COVID-19 pandemic. Due to the value of existing purchase requisitions with the Community Action Commission (CAC) cumulatively 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 Agreement will address the continued local surge in calls resulting from the COVID-19 pandemic.

On September 22, 2020, the Board of Supervisors approved an Agreement between CAC and County Executive Office (CEO) for the 2-1-1 Helpline Service for COVID-19 information and referrals that ended on December 31, 2021. The Public Health Department (PHD) is requesting a new Agreement 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: No

**Fiscal Analysis:**

<b><u>Funding Sources</u></b>	<b><u>Current and Projected FY 2021-22 Cost:</u></b>	<b><u>Additional Projected FY 2022-23 Cost:</u></b>	<b><u>Total Agreement Cost</u></b>
General Fund			
State			
Federal	\$ 103,780.62	\$ -	\$ 103,780.62
Patient Service Fees			
<b>Total</b>	<b>\$ 103,780.62</b>	<b>\$ -</b>	<b>\$ 103,780.62</b>

This Agreement to continue 2-1-1 Helpline Services is projected to continue for 6 months at a monthly cost of \$17,296.77; and a 6-month cost of \$103,780.62. It 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.

Budget Revision Request 0008075 is incorporated with this request to amend the Adopted Public Health Department operating budget by \$104,000 to increase appropriations to incorporate the payment of the expenditures related to this Agreement (Attachment B).

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 \$103,780.62 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 Agreement. The County has a longstanding contractual relationship with CAC 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 CAC and retain one (1) original Agreement and one (1) Minute Order for pick-up by the department. Please email [Kelly.Lazarus@sbcphd.org](mailto:Kelly.Lazarus@sbcphd.org) when available for pickup.

**Attachments:**

- A. CAC Agreement for 2-1-1- Helpline Services for COVID-19 Information and Referrals
- B. BJE #0008075

**Authored by:**

Jackie Ruiz, Health Care Program Coordinator