



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: June 28, 2022
Placement: Administrative
Estimated Tme:
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, Social Services Operations Support and Special
Projects Manager, (805) 346-8264
SUBJECT: Agreement with Community Action Commission of Santa Barbara County dba
CommUnify 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 Agreement with Community Action Commission of Santa Barbara County dba CommUnify, a local vendor, to provide the 211 Helpline Service for Fiscal Year 2022/2023 for a total contract amount not to exceed \$200,933 for the period from July 1, 2022 through June 30, 2023;
- 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 Agreement with Community Action Commission of Santa Barbara County dba CommUnify (CommUnify) to provide the 211 Helpline Service for Fiscal Year 2022/2023 for a total contract amount not to exceed \$200,933 for the period from July 1, 2022 through June 30, 2023

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 responded to the COVID-19 pandemic, there was a six-fold increase in the number of County residents in need of support from 211 Helpline Service, compared to Fiscal Year (FY) 2018/2019. As a result, the Santa Barbara County Board of Supervisors adopted an agreement 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 that ended on December 31, 2021. On March 1, 2022, the Board of Supervisors approved an agreement that was transitioned to the Public Health Department for the COVID-19 related information and referral calls for the January 1, 2022 through June 30, 2022 time period.

Additional funding sources, including a General Fund contribution of \$108,968 has been secured for FY 2022/2023 to cover the total costs to run the 211 Helpline. 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 Agreement before your Board is only for the amount of funding flowing through the County for the 211 Helpline Service in the amount of \$200,933 for the period of July 1, 2022 through June 30, 2023.

FY 2022/2023

Expenditures			Total
Program Expenses			\$199,758.37
Indirect Costs			\$20,575.63
Total 211 Helpline Cost			\$220,333.00
Revenues	County	Outside Entity	Total
County of Santa Barbara			
Housing and Community Development	\$30,000.00		
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	\$108,968.00		
City of Carpinteria	\$3,565.00		
City of Santa Barbara-Human Services Grant*		\$19,400.00	
Total Secured Contributions	\$200,933.00	\$19,400.00	\$220,333.00
Total County Cost*			\$200,933.00

*City of Santa Barbara pays \$19,400 directly to CommUnify to help fund 211. Therefore, the total budget for CommUnify to run 211 Helpline is \$220,333 and the not to exceed total County cost is \$200,933.

Performance Measure:

CommUnify will track and provide quarterly updates on the following performance measures.

1. Maintain iCarol database information to be current, or less than one (1) year old.
2. Maintain the Uptime of 211 website at a minimum of 90 percent to remain accessible and provide referrals.
3. Information and referral text messages shall be provided to at least 10 percent of callers.
4. Strive to attain the monthly service level goal of a response time of no more than 60 seconds Average Seconds to Answer (ASA), as stated in CommUnify’s agreement with Interface.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>Annualized On-going Cost:</u>
General Fund	\$ 108,968.00	
State	\$ 7,500.00	
Federal	\$ 7,500.00	
Operating Transfers	\$ 73,400.00	
Other: Grants Private Agencies	\$ 3,565.00	
Total	\$ 200,933.00	\$ -

Narrative: Approval and execution of this contract will result in total contract expenditures of no more than \$200,933. Appropriations and associated funding of \$200,933 for FY 2022/2023 are included in the Department of Social Services, Social Services fund Recommended Budget. This contract will be funded by 54.2% General Fund, 36.5% Operating Transfers from other County departments, 3.7% Federal, 3.7% State, and 1.8% Contribution from City of Carpinteria.

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, 3rd Floor
 Santa Maria, CA 93455
eduncan@countyofsb.org

Attachments:

1. Attachment 1 - Agreement CommUnify – 211 Helpline FY 22/23

Authored by:

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