



**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: 8/23/16
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: Laura Mejia, Manager, Social Services (805) 346-7609

SUBJECT: Community Action Commission of Santa Barbara County for 211 Helpline Service
Second Amendment

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Approve and authorize the Chair to execute the Second Amendment to the Agreement with Community Action Commission of Santa Barbara to provide the 211 Helpline Service for a total contract amount not to exceed \$186,640.00 for the period from July 1, 2016, through June 30, 2017; and
- b) Determine that the above recommended actions are exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15061(b)(3), finding that the above recommended actions are 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 activities are not subject to CEQA.

Auditor-Controller Concurrence

As to form: Yes

Summary Text:

This item is on the agenda in order to approve the Second Amendment to the Agreement with Community Action Commission of Santa Barbara County (CAC) to provide the 211 Helpline Service for the period from July 1, 2016, through June 30, 2017. The 211 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 211 Helpline 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. It is the recommendation of DSS for your Board to authorize and execute this Second Amendment to the Agreement with CAC.

Background:

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 Commission 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, 93 percent of the state's population has access to 211. Nationally, 211 covers 82 percent of the U.S. population.

On August 25, 2015, the Board of Supervisors approved execution of an Agreement with CAC for the 211 Helpline Service from July 1, 2015 through June 30, 2016.

Additional one time General Fund contribution in the amount of \$28,000.00 was approved by your Board during the June budget hearings for FY 16/17 to augment the \$49,700.00 approved in FY 15/16 and included and approved in the Department's budget for FY 16/17. The total General Fund Contribution for FY 16/17 is \$77,700.00.

We are now seeking approval of the Second Amendment to renew our Agreement with CAC for FY 16/17 to provide the 211 Helpline Service for the period from July 1, 2016, through June 30, 2017.

The total FY16/17 approved budget for the 211 program is:

Expenses	
Personnel	\$65,320.00
Postage	\$100.00
Training	\$1,880.00
Telephone/Communications	\$800.00
Office Supplies	\$1,200.00
Equipment Lease	\$1,500.00
Reproduction	\$4,000.00
Printing	\$200.00
Intern Stipends	4,000.00
Miscellaneous	\$500.00
Rent and Utilities	\$3,480.00
Insurance	\$180.00
AIRS & 211 Dues	\$2,500.00
Website Hosting	\$5,000.00
I-Carol Subscription	\$4,500.00
Interface	\$73,000.00
Indirect Costs	\$18,480.00
Total Program Expenses	\$186,640.00

Revenues	
SB County Human Services Commission (Community Services Agency)	\$30,000.00
SB County Alcohol Drug & Mental Health Services	\$18,400.00
SB County First 5	\$28,440.00
SB County Social Services	\$11,100.00
SB County Public Health	\$10,000.00
County General Fund	\$77,700.00
City of Santa Barbara	\$11,000.00
Grand Total	\$186,640.00

Performance Measure:

For FY 15/16, CAC has satisfactorily met the performance standards set forth in the Agreement.

- 1. Increase call volume by 10% over the base line of 5,204.**
CAC has reached a 20% increase (6,280 calls) by June of 2016.
- 2. Increase the number of agency participation by 3%.**

CAC has increased agencies in the database/participation by 25% since becoming the host in November of 2014. The database now has 290 agencies, up 10% from 263. This is representative of 2,465 resources as many agencies have more than one program represented.

3. Maintain database information to be current, or less than one (1) year old.

Database updates are occurring on a rotating cycle to ensure agencies review and edit their information at a minimum annually. Efforts continue to educate agencies that it is their responsibility to provide accurate and comprehensive information about their organization. The CAC staff person serves to assist and answer any questions that may arise about the process.

4. The Uptime of the 211 website must be a minimum of 90%, remaining accessible and providing referrals.

CAC has been able to maintain an Uptime of 100%.

The following improvements have been made by CAC during FY15/16.

1. 211 Santa Barbara County Website

On July 29, 2015, the 211 Santa Barbara County website was launched. The information is connected directly to the database so information is updated immediately on the site when additions or changes are made. The information is available in English or Spanish and is mobile friendly. 211 in other counties are modeling their format after Santa Barbara County. There has been 7,720 web sessions up to June of 2016.

2. Texting Launches

In February 2016, 211 Santa Barbara became an early adopter of texting out information. When individuals call the center they can request to have the information sent to them via one way text.

3. Central Coast Collaborative

A 211 Central Coast Collaborative was formed with Ventura, Santa Barbara, San Luis Obispo, and Monterey counties. The group functions as a learning community focusing on best practices and leveraging efforts for mutual benefit. Monthly phone call and quarterly meetings occur as part of this effort.

4. Scherpa Fire Support

211 was utilized as a public information center during the Scherpa Fire. The call center received over 450 calls providing the public up to date information on evacuations, road closures, and air quality.

5. Professional Organization Membership

211 Santa Barbara County continues to be a member of the 211 California and the Alliance of Information and Referral (AIRS). This assists with keeping CAC informed and address matters impacting 211 efforts and keeping relevant with new practices.

Following are the performance measures for FY 16/17:

- Maintain 100 % of database information to be current, or less than one (1) year old

- Maintain the Uptime of the 211 website at a minimum of 90%, in order to remain accessible and provide referrals.
- Increase the number of calls received by the 211 Helpline by at least 10%.
- Increase the number of referral agencies listed in the 211 database by at least 3%.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>Annualized On-going Cost:</u>	<u>Total One-Time Project Cost</u>
Miscellaneous Revenue	\$ 11,000.00	\$ -	
General Fund	\$ 77,700.00	\$ -	
State	\$ 5,233.00	\$ -	
Federal	\$ 4,973.00	\$ -	
Other: Operating Transfers	\$ 86,840.00		
Other Revenue	\$ 894.00		
Total	\$ 186,640.00	\$ -	

Narrative:

Approval and execution of this Second Amendment to the Agreement will result in additional direct contract expenditures of no more than \$186,640.00. These expenditures will be funded by General Fund Contribution of \$77,700.00, Miscellaneous Revenue from the City of Santa Barbara in the amount of \$11,000.00, State Funds of \$5,233.00, Federal Funds of \$4,973.00, Operating Transfer from other County Departments and the Human Services Commission of \$86,840.00, and Committed Fund Balance for the Social Services Department local match of \$894.00. The Agreement contains a non-appropriation clause in the event funds are not appropriated.

Key Contract Risks: The risk assessment worksheet has been completed, and DSS has determined that CAC is a low risk vendor. The County has significant experience with CAC and is confident of its ability to continue providing 211 services.

Staffing Impacts: N/A

Legal Positions:
0

FTEs:
0

Special Instructions:

Please send one (1) duplicate original of the Second Amendment to Agreement and one (1) copy of the Minute Order to:

Department of Social Services
Attn: Contracts Coordinator
2125 S. Centerpointe Parkway

Santa Maria, CA 93455

Attachments:

Attachment 1: Second Amendment to Agreement of Independent Contractor – Community Action Commission of Santa Barbara

Authored by:

Laura Mejia, Social Services Administrative Operations Manager