

STAFF REPORT

**BOARD MEETING DATE:** December 19, 2023

**CATEGORY:** Consent Calendar 8

**SUBJECT:** Approve a retroactive renewal agreement with the United Way of Northern California for 2-1-1 information and referral services and designate authority to terminate this agreement.

**DEPARTMENT:** Health and Human Services Agency-Economic Mobility

**SUPERVISORIAL DISTRICT #:** All

**DEPARTMENT CONTACT:** Dwayne Green, Branch Director, HHSA Economic Mobility Branch, (530) 225-5450

**STAFF REPORT APPROVED BY:** Dwayne Green, HHSA Branch Director

<b>Vote Required?</b> Simple Majority Vote	<b>General Fund Impact?</b> No Additional General Fund Impact
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**RECOMMENDATION**

Take the following actions: (1) Approve a retroactive renewal agreement with the United Way of Northern California in an amount not to exceed \$298,620.61 for providing Shasta County residents with 2-1-1 information and referral services for local service providers for the period October 1, 2023, through September 30, 2026; and (2) approve and authorize the County Executive Office (CEO), or their designee, to terminate this agreement, provided County Counsel concurs, and all other conditions are met.

**DISCUSSION**

2-1-1 is a free phone number and online database that connects community members quickly and effectively to information about and referral to health and human services for every day needs and in times of crisis. Call services are available 24 hours a day and seven days a week. 2-1-1 is currently available in 51 California counties, covering 98.5% of the population. In 2022, a total of 4,729 calls were received by 2-1-1 Shasta and 63,161 unique web addresses searched the website.

Various County programs, including Public Assistance, Mental Health, and Maternal Child Health have mandatory requirements of providing a comprehensive list of local social service providers (health, utility assistance, rental assistance, legal services, etc.) to Shasta County residents. The Health and Human Services Agency (HHSA) Economic Mobility branch has maintained the service through 2-1-1 with the United Way since 2011. The proposed renewal agreement adds services, from initial crisis to resolution, to citizens who are victims of natural disasters.

United Way 2-1-1 maintains additional funding sources which cover 2-1-1 Call Center costs and other aspects of the program, including funding from Dignity Health, First 5 Shasta, Redding Rancheria, the California Endowment, and Tehama and Siskiyou counties. Since 2015, 2-1-1 has responded to numerous disasters, added services, and diversified partners. This has resulted in a reduced proportion of the 2-1-1 budget coming from Shasta County HHSA funding. In 2015, the County contribution was approximately 30 percent of the total 2-1-1 budget, while in 2020 the contribution is approximately 8 percent. For 2024 it is anticipated that the County will be contributing 15% of the total 2-1-1 budget. For the prior contract period Shasta County's share of the 2-1-1 Call Center costs were 73% but now are 62% due to the additional partners; shared costs are based on each counties' population size.

In addition to providing information about on-going services in the community, 2-1-1 has provided specialized information to the public through specific projects, such as diabetes awareness and wildfire recovery. Additionally, as Shasta County has experienced the catastrophic Carr Fire, a snowstorm, power outages, and the COVID-19 pandemic, 2-1-1 has been a vital resource for citizens.

The agreement is retroactive due to several issues, such as but not limited to, changes to services, changes to billing and payment, the addition of a detailed contract budget, United Way's personnel availability due to responding to summer emergencies, including the Maui fire, and staff turnover in County Counsel's Office.

Delegation and designation of authority to terminate this agreement allows for timely termination of this agreement by the CEO or their designee directly, in the event the consultant is unable to meet expectations, funding is no longer available, or services are no longer necessary, without having to return to the Board.

#### **ALTERNATIVES**

The Board could choose not to approve the agreement, defer consideration to a future date, or provide alternate direction to staff. Should the Board choose not to approve the agreement, then the county would not have a 2-1-1 resource system for our citizens until and if a new provider could be found. Should the Board choose not to approve the agreement, then the County would not have a 2-1-1 resource system for our citizens until and if a new provider could be found.

#### **OTHER AGENCY INVOLVEMENT**

County Counsel has approved the agreement as to form. Risk Management has approved the agreement. The recommendation has been reviewed by the County Administrative Office.

#### **FISCAL IMPACT**

Funding to maintain the list of social service providers in Shasta County is provided by the CalWORKs and CalFresh programs. Revenue and expenditures associated with this agreement were included in the Economic Mobility Fiscal Year 2023-24 Budget and will be included in future budget requests.

#### **ATTACHMENTS:**

1: 211 Agreement