



MEMORANDUM
HEALTH AND HUMAN SERVICES
ADMINISTRATIVE SERVICES
County of Placer

TO: Board of Supervisors

DATE: June 23, 2020

FROM: Jeffrey S. Brown, M.P.H., M.S.W., Director of Health and Human Services

SUBJECT: Contract with Nevada Sierra Connecting Point Public Authority to provide 2-1-1 Information and Referral Services

ACTION REQUESTED

Approve an agreement with Nevada Sierra Connecting Point Public Authority (Connecting Point) to operate and promote Placer County's 2-1-1 Information and Referral Services from July 1, 2020 through June 30, 2021 in an amount not to exceed \$294,186 and authorize the Director of Health and Human Services to execute the agreement with Risk Management and County Counsel concurrence, and to sign subsequent amendments not to exceed \$29,418 consistent with the subject matter and scope of work with Risk Management and County Counsel concurrence.

BACKGROUND

2-1-1 provides online and telephonic community information and referral services to constituents regarding disaster assistance, senior care, employment services, housing assistance, and health and human services. 2-1-1 systems yield efficiencies by reducing duplication of efforts associated with information and referral services provided by government and nonprofits, as well as diverting non-emergency calls away from 9-1-1 call centers. Moreover, call type and volume indicators provide critical data to city and county decision-makers on the needs of their residents.

Over the past year, Connecting Point, Placer County Health and Human Services (HHS), Placer County Office of Education, and other partners have worked together to create a resource database, design a website with linkage to the Tahoe/Truckee region and Nevada County, and develop outreach efforts to promote 211 Placer. On March 26, 2020, the County of Placer received approval from the California Public Utilities Commission to serve as the 2-1-1 service provider locally. Then, the CPUC and the County of Placer expedited 2-1-1 switching with telecommunications carriers providing service in Placer County. On May 1, 2020, Connecting Point began taking 2-1-1 calls and on May 20, 2020, began receiving general information COVID-19 calls previously fielded by HHS Human Services call center specialists.

Starting July 1, 2020, Connecting Point will field 2-1-1 calls 24 hours a day, 365 days a year, manage the 2-1-1 resource database, and promote 211 Placer to residents and community-based providers.

FISCAL IMPACT

The expenditures of \$294,186 for the period of July 1, 2020 to June 30, 2021 will be included within the Department's FY 2020-21 Budget. The full amount of this agreement will come from a combination of sources to include Western Placer Consolidated Transportation Services Agency, First 5 Placer, Placer Community Foundation, Mental Health Services Act, CARES Act, and approximately \$71,000 in County General Fund.

This agreement is on file with the Clerk of the Board for review.

