



M E M O R A N D U M
HEALTH AND HUMAN SERVICES
HUMAN SERVICES
County of Placer

TO: Honorable Board of Supervisors DATE: February 22, 2022
FROM: Robert Oldham, Director of Health and Human Services
BY: Nancy Baggett, Staff Services Manager
SUBJECT: Operations of 211 to Schedule Volunteer Income Tax Assistance Appointments

ACTIONS REQUESTED

Approve an agreement with Nevada Sierra Connecting Point Public Authority to utilize 211 referral services to receive calls, set appointments for the Volunteer Income Tax Assistance program, and refer Placer County callers to apply for Medi-Cal in an amount not to exceed \$10,000 for the period of January 31, 2022 through April 30, 2022, and authorize the Director of Health and Human Services to sign the agreement with Risk Management and County Counsel concurrence and to sign subsequent amendments up to \$1,000 consistent with subject matter and scope of work with Risk Management and County Counsel concurrence.

BACKGROUND

In 2015 Placer County Human Services established a free Volunteer Income Tax Assistance (VITA) program partnering with the Sacramento United Way. United Way contracts with Sacramento 211 to set appointments. This is a barrier for Placer County residents; residents need to call an 1-800 number to receive assistance. Appointments are limited, and without a local vendor scheduling appointments, Placer County volunteers often receive taxes to prepare for residents of other counties.

Nevada Sierra Connecting Point Public Authority will provide training, software, phone and internet necessary for this work. They will be able to provide Placer County with verbal and written reports of the appointment-setting and call process including counts of calls received and made.

The end result of this work will be a maximally functioning system for appointment-setting and reminders that creates ease of access for eligible households to VITA services. Upon implementation, Connecting Point will solicit filer feedback to ensure quality of these services.

FISCAL IMPACT

This agreement is funded with Federal and State dollars with no County General Fund dollars. It is included in the Department's FY 2021-22 Budget.

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

