



**MEMORANDUM  
HEALTH AND HUMAN SERVICES  
ADMINISTRATION  
County of Placer**

**TO:** Honorable Board of Supervisors **DATE:** June 28, 2022  
**FROM:** Robert Oldham, Director of Health and Human Services  
**BY:** Joey Wojtowicz, Staff Services Analyst II  
**SUBJECT:** Nevada Sierra Connecting Point Public Authority Agreement

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**ACTION REQUESTED**

Approve an agreement with Nevada Sierra Connecting Point Public Authority (Connecting Point) to operate and promote the 211 Placer Information and Referral Services from July 1, 2022 through June 30, 2023 in an amount not to exceed \$374,027 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 \$37,402 consistent with the subject matter and scope of work with Risk Management and County Counsel concurrence.

**BACKGROUND**

211 Placer is a free, confidential, multilingual information line and website that connects people with the services and resources in their community. Since July 2020, 211 Placer has provided a 24/7, one-stop shop for referrals to community and health services including food, transportation, senior care, employment services, housing assistance, mental health supports and much more. People in Placer County can access 211 in multiple ways:

- **PHONE:** Dial 2-1-1 (or 1-833-DIAL211; for TTY: 1-844-521-6697) to speak with a call specialist. Language interpretation is available.
- **TEXT:** Text your zip code to 898211. Your text plan's rates will apply.
- **ONLINE:** Visit 211Placer.org to access an online searchable database or to chat/email specialists.

2-1-1 systems reduce duplication of efforts associated with information and referral services provided by government and nonprofits, and divert non-emergency calls away from 9-1-1 call centers during disasters. Moreover, call type and volume indicators provide critical data to jurisdictional decision-makers on the needs of their residents.

Connecting Point fields 2-1-1 calls 24 hours a day, 365 days a year; manages the 2-1-1 resource database, and promotes 211 Placer to residents and community-based providers. By the end of FY 2021-22, 211 Placer will have fielded more than 21,000 calls and 3,000 text messages, continuing volume trends experienced during the first year of the pandemic.

**FISCAL IMPACT**

The expenditures of \$374,027 for the period of July 1, 2022 to June 30, 2023 are included within the Department's FY 2022-23 Budget. The full amount of this agreement will come from a combination of sources to include the Western Placer Consolidated Transportation Services Agency, First 5 Placer, Mental Health Services Act (\$150,000 total) and \$224,027 in County General Fund.

**ATTACHMENTS**

None

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