

What is 2-1-1?

https://www.youtube.com/watch?time_continue=278&v=SxQeXn-LZeo&feature=emb_logo

2-1-1 El Dorado is a free, comprehensive and confidential information and referral service linking residents to vital health and human services, information and resources in the community. 2-1-1 El Dorado is available 24 hours a day, seven days a week in multiple languages.



**HOUSING AND
HOMELESS
SERVICES**



**INCOME,
EMPLOYMENT AND
EXPENSES**



FOOD



**EMERGENCY /
CRISIS SERVICES**



TRANSPORTATION



HEALTH CARE



MENTAL HEALTH



SUBSTANCE ABUSE



FAMILY SERVICES



**YOUTH AND YOUNG
ADULTS**



OLDER ADULTS



EDUCATION



LEGAL ASSISTANCE



**MILITARY AND
VETERAN'S
SERVICES**

Background

- In 2017, the BOS directed HHSA to research how to establish a 2-1-1 system in El Dorado County and the cost to launch
- In 2018, the BOS authorized HHSA to launch an RFP for a provider to offer these services, locally, as these services are often contracted out to the United Way or other Navigation Service providers across CA
- Thereafter the BOS approved award of RFP no. 18-915-028 to Interface Children and Family Services (ICFS) to offer 2-1-1 services
- ICFS was selected as they are an experienced 2-1-1 operator, supporting 14 other counties (some overnight only, some 24/7)
 - Ventura, Tehama, Sonoma, San Luis Obispo, Santa Cruz, Santa Clara, Santa Barbara, San Joaquin, San Benito, Riverside, Orange, Monterey, Lake, Fresno

Terms of the agreement

- Year 1 - \$34,000 for start up costs and launch in final 6 months
- Year 2 - \$41,000 assuming modest call/text contact increases
- Year 3 - \$42,000 assuming modest call/text contact increases

- This cost utilized the rate for 2-1-1 in 2018, based upon staffing size and 2-1-1 features, coupled with an assumption that call volume would be low, and no more than 5,500 calls annually

Fiscal Year 2019 – 2020 Call Volume

Inbound calls: 1631
Calls Handled: 79.8%

Caller Hung Up (Abandoned)
Less than 60 seconds: 186 (11.4%)
Over 60 seconds: 144 (8.8%)

Fiscal Year 2020 – 2021 Call Volume

Inbound calls: *7308
Calls Handled: 59%

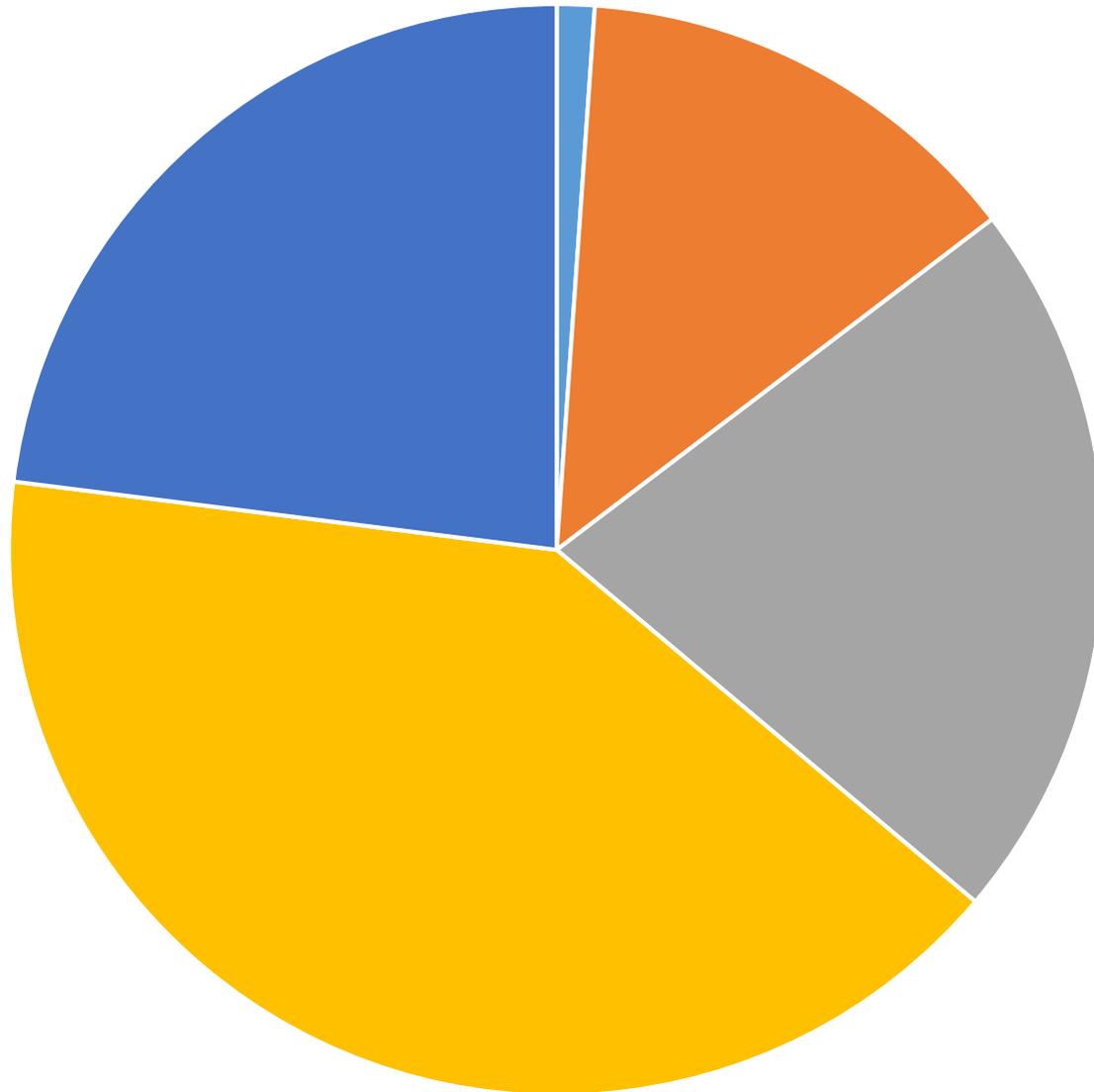
Caller Hung Up (Abandoned)
Less than 60 seconds: 665 (9%)
Over 60 seconds: 2,364 (32%)

Average call abandoned

- September 1:07 sec
- December 5:44 sec
- March 6:22 sec
- June 2:12 sec

*As El Dorado paid for 5,500 calls/year, this reflects 33% more calls than paid for which impacted level of service

Who Are the Callers in FY 20-21?



>1%	Age 13 - 19
11%	Age 20 - 39
17.6%	Age 40 - 59
33.4%	Age 60 - 74
18.8%	Age 75 - 99
18.1%	Didn't Provide

1 in 5 callers were age 75+
More than half of callers age 60+

Staffing and Services Improvements

Expiring Contract:

Annual Cost: Yr 1 Start Up: \$34k
Yr 2 \$41,000
Yr 3 \$42,000

Operator Staff Size: 25

Call Volume: 5,500/yr

Services: Website Search
2-Way Texting

(optional) -----
Enhanced Disaster Staffing

Proposed Contract:

Annual Cost: Yr 1 \$90,500
Yr 2 \$93,215
(Credit \$7,710/yr)

Operator Staff Size: 100

Call Volume: 7,500/yr

Services: Website Search
2-Way Texting/Push Texting
PSPS Household Assistance
Statewide Contracts

(optional) -----
(optional) Enhanced Disaster Staffing
Disaster Case Management