



## Legislation Text

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**File #:** 23-1606, **Version:** 1

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Health and Human Services Agency (HHS) recommending the Board:

- 1) Consider the following regarding Agreement for Services 5792 with Interface Children and Family Services, Inc., for the provision of County 211 services:
  - a) Make findings that the provision of 211 Information and Referral services provided by Contractor are in the public's best interest and that there are specialty skills, qualifications, and equipment not expressly identified in County classifications involved in the performance of the work in accordance with El Dorado County Ordinance Code, Chapter 3.13.030(B);
  - b) Approve and authorize the Chair to sign Amendment I to Agreement 5792 to extend the term by 90 days, for a new term of September 1, 2021, through November 29, 2023, adding \$23,303.82 in compensation for a new total compensation amount of \$240,019.32;
  - c) Authorize the Purchasing Agent to execute amendments relating to Agreement 5792, contingent upon approval by County Counsel and Risk Management, which do not increase the maximum dollar amount or term of the Agreement; and
  - d) Authorize the HHS Director, or the Assistant Director of Administration/Finance, to execute programmatic, administrative, and fiscal documents relating to Agreement 5792; and
- 2) Provide direction to staff to either issue a Request for Proposal to contract for 211 services with an outside provider, develop a plan to provide 211 services with County resources, or other direction.

**FUNDING:** 100% General Fund.

**DISCUSSION / BACKGROUND:**

On October 10, 2017, HHS presented an overview of 211 services to the public, after which the Board gave direction to staff to move forward with the 211 information and referral services (File ID: 17-1010). A Request for Proposal (RFP) was launched to solicit contractors for consideration, and on March 13, 2018, the Board awarded RFP 18-915-028 to the only successful proposer, Interface Children and Family Services (ICFS).

Subsequently, HHS contracted with ICFS on July 31, 2018, under Agreement 2853 for a term that expired on August 31, 2021, with a maximum obligation of \$150,000. On August 31, 2021, the Board approved the Renewal Agreement 5792 with ICFS, for a term of September 1, 2021, through August 31, 2023, with a maximum obligation of \$216,215, for the continuation of services with enhanced access to staffing and new features that provided improved support for the community (File ID: 21-1183).

211, provided by ICFS, has served as an additional resource for access to public information related to available services or emergencies such as Public Safety Power Shutoffs (PSPS) and local fire emergencies. ICFS provides information and referral services twenty-four hours a day, seven days a week to 211 callers and those utilizing 2-way-text messaging.

While under contract for both agreements, ICFS received a total of 11,130 calls and 7,355 of those calls were handled (66%). Of this total number, 3,672 were abandoned calls that entered a 211 County queue, but which were not answered because the caller hung up before the phone system

was able to send the call to the Call Specialist. For the initial contracting period of July 31, 2018, through August 31, 2021, ICFS handled 6,626 calls. For the secondary contracting period of September 1, 2021, through August 13, 2023, ICFS handled 4,504 calls for a reduction in total calls per agreement term of 32%. Throughout all contracting periods, there was an average of six calls per day handled by ICFS, with an average number of nine calls per day during a disaster period. The increase in calls during the Mosquito Fire as an example was 33%.

The Board has expressed a desire to review this service at prior Board meetings. HHSA is recommending the Board provide direction in pursuit of one of the following recommendations:

- 1) Allow the current Agreement 5792 to expire and discontinue the 211 services.
- 2) Extend Agreement 5792 for 90 days and either issue a Request for Proposal to contract for 211 services with an outside provider or develop a plan to provide 211 services with County resources. If the Board recommends this service is provided with County resources, the County could hire a staff person to serve in the function currently held by ICFS to be supported by County Disaster Service Workers during disaster periods. In collaboration with the Chief Administrative Office, staff would determine the appropriate classification and the department in which this position will reside.

**ALTERNATIVES:**

The Board may choose to discontinue 211 services altogether; authorize and sign Amendment I and authorize staff to procure an alternative contractor through a competitive bidding process; or recommend County to hire a staff person to serve in the function currently held by ICFS.

**PRIOR BOARD ACTION:**

- 1) 10/10/17, 17-1010, HHSA 2-1-1 Presentation
- 2) 03/13/18, 18-0341, HHSA 2-1-1 Request for Proposal Award
- 3) 08/31/21, 21-1183, HHSA Agmt 5792 ICFC

**OTHER DEPARTMENT / AGENCY INVOLVEMENT:**

Chief Administrative Office, Office of Emergency Services

**CAO RECOMMENDATION:**

Approve as recommended.

**FINANCIAL IMPACT:**

If the Board directs the discontinuation of 211 services through ICFS, that will result in savings of approximately \$106,000 in Fiscal Year 2023-24. Funding for Amendment I to Agreement 5792 is included in the Fiscal Year 2023-24 Budget and is entirely funded by discretionary General Fund revenue. This savings could be used to offset the cost of a County staff person, should the Board choose that direction.

**CLERK OF THE BOARD FOLLOW UP ACTIONS**

If the Board approves Amendment I, obtain Chair's signature on one (1) original Amendment I to Agreement 5792.

**STRATEGIC PLAN COMPONENT:**

Healthy Communities

**CONTACT**

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