



# County of El Dorado

330 Fair Lane, Building A  
Placerville, California  
530 621-5390  
FAX 622-3645  
www.edcgov.us/bos/

## Legislation Details (With Text)

**File #:** 17-1010 **Version:** 1  
**Type:** Agenda Item **Status:** Time Allocation  
**File created:** 9/6/2017 **In control:** Board of Supervisors  
**On agenda:** 10/10/2017 **Final action:** 10/10/2017  
**Title:** Health and Human Services Agency (HHSA) recommending the Board:  
1) Receive and file a presentation overview of 2-1-1 information and referral services; and  
2) Provide direction to HHSA on next steps, if any. (Est. Time: 30 Min.)  
**FUNDING:** N/A

### Sponsors:

### Indexes:

### Code sections:

**Attachments:** 1. A - 2-1-1 Presentation 10-10-17

| Date       | Ver. | Action By            | Action           | Result |
|------------|------|----------------------|------------------|--------|
| 10/10/2017 | 1    | Board of Supervisors | No Formal Action |        |

Health and Human Services Agency (HHSA) recommending the Board:  
1) Receive and file a presentation overview of 2-1-1 information and referral services; and  
2) Provide direction to HHSA on next steps, if any. (Est. Time: 30 Min.)

**FUNDING:** N/A

### DEPARTMENT RECOMMENDATION:

As part of the County's Healthy Communities Strategic Plan and Health and Human Services Agency's (HHSA) Strategic Plan, and at the request of the Chief Administrative Office, HHSA has researched potential solutions to client "points of entry" for services in the County, and is now providing a presentation overview of their findings for the Board's consideration and is requesting direction from the Board.

### DISCUSSION / BACKGROUND:

A component of the County Strategic Plan is to identify the community portals that would provide access options for services within the County of El Dorado. At the request of the Chief Administrative Office, HHSA researched potential solutions to the issue of how to improve client access for services, and is now recommending the Board consider the attached presentation regarding 2-1-1 services.

### ALTERNATIVES:

N/A

### OTHER DEPARTMENT / AGENCY INVOLVEMENT:

N/A

### CAO RECOMMENDATION:

It is recommended that the Board receive and file this presentation.

**FINANCIAL IMPACT:**

There is no Net County Cost associated with this Agenda item.

**CLERK OF THE BOARD FOLLOW UP ACTIONS**

Clerk of the Board to provide a Minute Order to HHSA at 3057 Briw Road.

**STRATEGIC PLAN COMPONENT:**

County Strategic Plan Healthy Communities, Goal 3: "Improve access to services for all communities."

**CONTACT**

Patricia Charles-Heathers, Ph.D., Director