



## Legislation Text

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**File #:** 18-0341, **Version:** 1

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Health and Human Services Agency (HHSA), recommending the Board:

- 1) Receive an update regarding the result of HHSA staff action on the 2-1-1 information and referral service, and review of possible funding sources, in accordance with direction from Board on October 10, 2017 (File ID: 17-1010, Agenda Item 33);
- 2) Award Request for Proposals 18-915-028, to the successful proposer, Interface Children and Family Services, to provide 2-1-1 Information and Referral services for residents in El Dorado County;
- 3) Authorize HHSA to negotiate a three (3) year Agreement for Services with Interface Children and Family Services, with a total not-to-exceed amount of \$150,000 for the term of the agreement;
- 4) Authorize the Purchasing Agent to execute an Agreement for Services with Interface Children and Family Services, contingent upon approval by County Counsel and Risk Management;
- 5) Authorize HHSA to negotiate a three (3) year Agreement for Services with iCarol, contingent on successful negotiations and contract execution with Interface Children and Family Services, for the provision of database services associated with the 2-1-1 system provided by Interface Children and Family Services, with a total not to exceed amount of \$50,000, for the term of the agreement;
- 6) Authorize the Purchasing Agent to execute an Agreement for Services with iCarol, contingent upon approval by County Counsel and Risk Management; and
- 7) Authorize the Purchasing Agent, or designee, to execute any amendments relating to both Agreements developed in association with RFP 18-915-028, which do not increase the maximum dollar amounts or terms of the Agreements, and contingent upon approval by County Counsel and Risk Management. (Est. Time: 10 Min.)

**FUNDING:** Federal and State Funding 85%, General Fund 15%.

### **DEPARTMENT RECOMMENDATION**

Health and Human Services Agency (HHSA) recommending the Board receive an update on 2-1-1 Services and as a result award Request for Proposals (RFP) No. 18-915-028 for 2-1-1 Information and Referral services to Interface Children and Family Services (Interface). HHSA also recommends the Board authorize HHSA to negotiate an agreement with the selected proposer, as well as iCarol, as a condition of contracting with Interface, for the provision of a database service used by that organization. Also recommending the Board authorize the Purchasing Agent to execute the resulting Agreements, contingent upon approval by County Counsel and Risk Management.

### **DISCUSSION / BACKGROUND**

On October 10, 2017, the Health and Human Services Agency (HHSA) presented an overview of 2-1-1 services to the Board (Item No. 17-1010; Agenda No. 33), after which HHSA sought direction from the Board regarding how the Board would like to proceed. At that time the Board gave direction to staff to move forward with the 2-1-1 information and referral service and to continue to look into possible funding sources for this service.

Subsequent to the Board's direction, HHSA conducted a Request For Proposals (RFP) process, soliciting comprehensive 2-1-1 Services for the residents of El Dorado County. The RFP was

released by the County Procurement and Contracts Department on January 8, 2018; the result of the RFP process was the receipt of only one eligible proposal, the proposal from Interface Children and Family Services.

Interface operates 2-1-1 Ventura County, the longest running 2-1-1 service in the State of California. It also provides 2-1-1 services to seventeen other California counties, with services including 2-1-1 telephone and text handling services; they are the largest provider of 2-1-1 services in the State of California. As a compliment to the services Interface will provide, Interface requires the County also contract with iCarol, a database provider, for the purposes of tracking demographic data, caller information, website visitors, and other systems level data that will remain the property of the County, should the contract with Interface be terminated at some point.

As a part of their proposal, Interface has offered to assist the County with not only the provision of 2-1-1 services, but with establishing a search based website where County residents can access information independent of telephone and text messaging. Interface will also assist the County with the application process required by the California Public Utilities Commission, the result of which will certify the system as a 2-1-1 system in El Dorado County.

## **ALTERNATIVES**

Should the Board decline to award RFP No. 18-915-028 to Interface Children and Family Services, 2-1-1 services will not be provided as a result of this RFP.

## **OTHER DEPARTMENT / AGENCY INVOLVEMENT**

CAO Procurement and Contracts, County Counsel, and Risk Management.

## **CAO RECOMMENDATION / COMMENTS**

It is recommended that the Board approve this item.

## **FINANCIAL IMPACT**

Services will be funded through a combination of Federal, State, and County General Fund. The anticipated increase to Net County Cost is estimated to be 15% of the total cost, or a maximum of \$10,000 per year. Sufficient appropriations are included in the FY 2017-18 budget, and will be included in FY 2018-19 and future budgets.

## **CLERK OF THE BOARD FOLLOW UP ACTIONS**

Clerk of the Board to provide a copy of the approved minute order to HHSA Contracts Unit at 3057 Briw Rd.

## **STRATEGIC PLAN COMPONENT**

County Strategic Plan Goal "Healthy Communities: Improved health, well-being and self sufficiency of El Dorado County communities, residents and visitors" and "Infrastructure: Provide, operate and maintain infrastructure, public facilities and associated services that protect our community, environment and economic well-being."

## **CONTACT**

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