



# Mendocino County

## Legislation Text

---

**File #:** 18-1550, **Version:** 1

---

**To:** Board of Supervisors

**From:** Health and Human Services Agency

**Meeting Date:** April 24, 2018

**Department Contact:** Anne Molgaard

**Phone:** 463-7885

**Item Type:** Consent Agenda

**Time Allocated for Item:** N/A

**Agenda Title:**

Approval of Retroactive Agreement with Inland Empire United Way in the Amount of \$43,600 to Continue to Provide 2-1-1 Call Center Services for Mendocino County for the Period of July 1, 2017, Through June 30, 2019

**Recommended Action/Motion:**

Approve retroactive Agreement with Inland Empire United Way in the amount of \$43,600 to continue to provide 2-1-1 Call Center Services for Mendocino County for the period of July 1, 2017, through June 30, 2019; authorize the Health and Human Services Agency Director or designee to sign any future amendments that do not increase the annual maximum amount; and authorize Chair to sign same.

**Previous Board/Board Committee Actions:**

N/A

**Summary of Request:**

The 2-1-1 dialing code is reserved for community information and referral services. It is intended to be an easy-to-remember number that enables a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies.

Mendocino County currently contracts with Inland Empire United Way (IEUW) for the provision of 2-1-1 Call Center services. IEUW, through its well-established 2-1-1 San Bernardino Call Center, will provide the staff, technology, physical space, and all other aspects required for the successful operation of Mendocino County's 2-1-1 Call Center. IEUW will answer calls 24 hours a day, 7 days a week, and will provide comprehensive information and referral services to Mendocino County residents. In the event of a local emergency, IEUW will also initiate disaster protocols, contact key personnel within the county, and support Mendocino County Emergency Services.

The Health and Human Services Agency was unaware that IEUW's contract had expired until IEUW called to inquire about payment for services provided in fiscal year 2017-18, including calls answered during the Mendocino Lake Complex fire in October 2018.

**Alternative Action/Motion:**

Return to staff for alternative handling.

Supplemental Information Available Online at: N/A

**Fiscal Impact:**

**Source of Funding:** Budget Unit 5020

**Current F/Y Cost:** \$21,800

**Budgeted in Current F/Y:** Yes

**Annual Recurring Cost:** \$21,800

**Supervisory District:** All

**Vote Requirement:** Majority

**Agreement/Resolution/Ordinance Approved by County Counsel:** Yes

---

**CEO Liaison:** Janelle Rau, Deputy CEO

**CEO Review:** Yes

**CEO Comments:**



**FOR COB USE ONLY**

---

Executed By: Willetta Callaghan

Date: April 27, 2018

Note to Department:

Executed Documents Returned to

Department: Originals 3 Copies \_\_\_\_\_

Hand Delivered \_\_\_\_\_ Interoffice Mail \_\_\_\_\_

Executed Agreement Sent to Auditor? Y

Final Status: **Approved**

Executed Item No.: **Agreement** Number: 18-044