



County of Monterey

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

File #: A 14-118, **Version:** 1

Approve and authorize the Director of Health to sign Amendment No. 5 to the Professional Services Agreement A-12266 with United Way Monterey County for the toll-free telephone referral service known as “2-1-1”. Amendment No. 5 extends the term through June 30, 2015 and revises the Payment Provisions to add \$26,000 for FY 2014-15 for a revised total Agreement amount not to exceed \$176,000.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Approve and authorize the Director of Health to sign Amendment No. 5 to the Professional Services Agreement A-12266 with United Way Monterey County for the toll-free telephone referral service known as “2-1-1”. Amendment No. 5 extends the term through June 30, 2015 and revises the Payment Provisions to add \$26,000 for FY 2014-15 for a revised total Agreement amount not to exceed \$176,000.

SUMMARY:

On February 11, 2009, United Way Monterey County (UWMC) launched the 2-1-1 service, designed to assist residents of Monterey County to easily connect to a wide variety of health and human services. The Health Department, Behavioral Health Bureau, has contracted with UWMC since January 2009 to provide financial support to the implementation and continued operation of the 2-1-1 service in Monterey County.

DISCUSSION:

The 2-1-1 service was implemented in response to the enormity of input from Monterey County stakeholders expressing the need for increased access to essential health and human services, including mental health services, especially for underserved community residents. Trained Call Specialists provide confidential referrals and the service is fast, free and available in 170 languages, 24 hours a day, 7 days a week. In times of disaster, 2-1-1 is designed to relieve the burden on 9-1-1 by providing the community with vital information about evacuation sites, temporary shelters, road closures, etc. 2-1-1 also connects volunteers to organizations and agencies that are seeking volunteers. 2-1-1 also maintains a website: www.211mc.org <<http://www.211mc.org>>.

The proposed Amendment No. 5 will provide continued funding for the operation of the 2-1-1 service in Fiscal Year 2014-15. This work supports the following Monterey County Health Department 2011-2015 strategic plan initiative: ensure access to culturally and linguistically appropriate, customer-friendly, quality health services. It also supports one or more of the ten essential public health services, specifically: link people to needed personal health services.

OTHER AGENCY INVOLVEMENT:

County Counsel and Auditor-Controller have reviewed this Amendment No. 5 to Agreement A-12266 and concur. Amendment No. 5 is on file with the Clerk of the Board.

FINANCING:

This Agreement is funded by Mental Health Services Act funds. The funds for this Amendment are included in the Health Department’s Behavioral Health Bureau (HEA012, Unit 8410) Fiscal Year 2014-15 Recommended Budget.

Prepared by: Alica Hendricks, Management Analyst, 1295
Approved by: Ray Bullick, Director of Health, 4526

Attachment:
Amendment No. 5 is on file with Clerk of the Board