



# County of Monterey

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

## Board Report

---

**File #:** A 12-127, **Version:** 1

---

Approve and authorize the Director of Health to sign Amendment No. 3 to the Professional Services Agreement with United Way Monterey County for the toll-free telephone referral service known as “2-1-1”. Amendment No. 3 extends the term from June 30, 2012 to June 30, 2013, revises the Payment Provisions, incorporates the new Exhibits H and I, and adds \$25,000 for FY 2012-13 for a revised total Agreement amount not to exceed \$125,000.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

Approve and authorize the Director of Health to sign Amendment No. 3 to the Professional Services Agreement with United Way Monterey County for the toll-free telephone referral service known as “2-1-1”. Amendment No. 3 extends the term from June 30, 2012 to June 30, 2013, revises the Payment Provisions, incorporates the new Exhibits H and I, and adds \$25,000 for FY 2012-13 for a revised total Agreement amount not to exceed \$125,000.

### 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 in Monterey County.

### DISCUSSION:

The 2-1-1 service was implemented in response to the enormity of input from community 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)  
<<http://www.211mc.org>>.

The proposed Amendment No. 3 will provide continued funding for the operation of the 2-1-1 service in Fiscal Year 2012-13.

This Agreement contains the County’s standard 30-day “no cause” provision (Section 7.01) and an additional defunding provision (Exhibit A-3, Section B. VI) which provides the County the ability to amend or terminate the Agreement in the event of a reduction and/or termination of funding.

### OTHER AGENCY INVOLVEMENT:

County Counsel and Auditor-Controller have reviewed this Amendment No. 3 and concur. Amendment No. 3 is on file with the Clerk of the Board.

FINANCING:

This Agreement is funded by Mental Health Services Act funds. The funds for this Agreement (\$25,000) are included in the Health Department's Behavioral Health (HEA012, Unit 8410) Fiscal Year 2012-13 Recommended Budget. Approval of this action has no impact on the County General Fund.

Prepared by: Alica Hendricks, Management Analyst, 1295

Approved by: Ray Bullick, Director of Health, 2526

Attachments:

Amendment No. 3 is on file with Clerk of the Board