

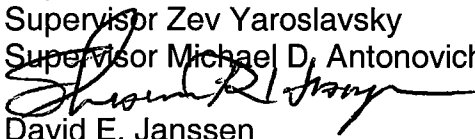


County of Los Angeles CHIEF ADMINISTRATIVE OFFICE

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DAVID E. JANSSEN
Chief Administrative Officer

August 4, 2004

To: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

From: David E. Janssen
Chief Administrative Officer

Board of Supervisors
GLORIA MOLINA
First District

YVONNE B. BURKE
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

LOS ANGELES COUNTY 2-1-1 INFORMATION AND REFERRAL SYSTEM – CONSOLIDATED STATUS REPORT

On August 12, 2003, your Board instructed the Chief Administrative Officer (CAO), County Counsel, Chief Information Officer, Internal Services Department, and the Department of Public Social Services (DPSS) to jointly perform a comprehensive review and assessment of the creation and implementation of a 2-1-1 telephone number, including a review of INFO LINE of Los Angeles County's 2-1-1 Business Plan, and report back to your Board within 60 days with findings and recommendations. On September 23, 2003, your Board affirmed its support of INFO LINE, the sole applicant as of the date of the Board action, for designation as the County's 2-1-1 service provider.

On January 6, 2004, your Board directed the Department of Children and Family Services (DCFS), along with the CAO, to report back within 30 days on the feasibility of utilizing an information and referral service to provide telephone lines for callers requiring general information and/or referrals for services, without compromising child safety, and also to explore the possibility of incorporating this service into the County's plan for a 2-1-1 system.

On June 7, 2004, I advised your Board that DCFS had joined the 2-1-1 Work Group and participating staff would have the opportunity to provide input on the development of a Joint County-INFO LINE 2-1-1 Business Plan and determine the feasibility of utilizing 2-1-1 to handle general information and referral calls that do not require action by DCFS staff. Since the June 2004 status report, the 2-1-1 Work Group and involved County departments have initiated, continued, or completed work on related activities as outlined below.

Each Supervisor
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Amendment No. 3 to the Information and Referral Services Agreement with INFO LINE was approved by your Board on June 15, 2004. Amendment No. 3 extended the existing contract with INFO LINE to provide information and referral services on a month-to-month basis through June 30, 2005. In addition, the Amendment included new and/or updated terms and conditions mandated by your Board. The existing agreement with INFO LINE will be terminated concurrent with Board approval of the planned contract with INFO LINE to provide countywide 2-1-1 services.

Development of a 2-1-1 services contract for consideration by your Board is underway consistent with efforts to develop the 2-1-1 Business Plan. Focus group meetings comprised of health and social service departments, emergency response departments, and other interested departments have been held to identify opportunities for the County's 2-1-1 system to include or interface with other information and referral services and programs. In addition, the 2-1-1 Work Group is pursuing opportunities for grant funding to enhance the infrastructure associated with the County's 2-1-1 system, offset information technology start-up costs, and provide for additional capacity to handle the potential for increased call volume.

Other tasks that continue to be addressed by the 2-1-1 Work Group include the development of web-based applications for use by the public and referral agencies seeking information and referrals, and an emergency response model that would involve the utilization of the 2-1-1 call system to respond to inquiries subsequent to a local or regional disaster.

My office will provide your Board with the next consolidated status report in 60 days. We anticipate that we will be able to provide your Board with an implementation time line for the County's 2-1-1 system as part of this report. If you have any questions regarding the development of the Joint County-INFO LINE 2-1-1 Business Plan, please contact me, or your staff may contact David Dijkstra of my staff at (213) 974-4283 or via e-mail at ddijkstra@cao.co.la.ca.us.

DEJ:MKZ
DD:os

c: Executive Officer, Board of Supervisors
County Counsel
Chief Information Officer
Interim Director of Internal Services
Director of Children and Family Services
Director of Public Social Services
INFO LINE of Los Angeles County