



County of Los Angeles
CHIEF ADMINISTRATIVE OFFICE

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December 22, 2004

To: Supervisor Gloria Molina, Chair
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Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: David E. Janssen
Chief Administrative Officer

**LOS ANGELES COUNTY 2-1-1 INFORMATION AND REFERRAL SYSTEM –
CONSOLIDATED STATUS REPORT NO. 2**

This report provides a consolidated status report to update your Board on efforts underway to satisfy the requirements of the following Board orders related to establishing a countywide 2-1-1 Information and Referral System for Los Angeles County residents:

- 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 (INFO LINE's) 2-1-1 Business Plan, and report back to your Board within 60 days with findings and recommendations.
- 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 September 28, 2004, your Board approved \$2 million in funding for the development and implementation of the County's 2-1-1 system.
- On October 12, 2004, your Board directed the CAO to conduct a comprehensive review of all County-funded information and referral services and report back to the Board within 60 days with a list of all County information and referral programs across County departments and recommendations for the coordination between these programs and INFO LINE, the 2-1-1 service provider, including a review of departmental expenditures on information and referral programs and/or projects and recommendations for each County department's contribution level towards the County's 2-1-1 system.

The County's 2-1-1 Work Group has completed its review of the proposed scope of work for the implementation phase of the County's 2-1-1 Information and Referral System. The implementation phase is targeted to commence in February 2005 and run through the end of June 2005. An amendment to the existing DPSS contract with INFO LINE to approve the implementation phase is being prepared for consideration by your Board in January 2005. The amendment to the contract will allow INFO LINE to hire and train additional staff; add workstations to provide for increased call-handling capacity; work with telephone service providers to program phone switches; acquire technology upgrades to improve call handling, quality control, and reporting capabilities; and perform exhaustive testing of the 2-1-1 system prior to the official kickoff targeted for July 1, 2005. Funding for the implementation phase is available through funds previously approved by your Board for the purpose of implementing the County's 2-1-1 Information and Referral System.

Efforts continue to identify programs that could potentially benefit by either inclusion under the County's 2-1-1 system or through the development of call handling protocols to refer calls to and from the 2-1-1 call center. In addition to the core DPSS information and referral service, several of the County's social service information and referral programs will be answered or exchange calls through the 2-1-1 system. Other services, such as the Unincorporated Community Help Line and Code Enforcement Hotline are being considered for inclusion under the 2-1-1 system as a means of providing an enhanced level of service for the County's unincorporated residents. In addition, discussions are underway to explore partnerships with entities such as First 5 LA to ensure the 2-1-1 system provides an effective means for residents to obtain information and referrals for programs related to children and families.

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Prior to drafting the proposed contract with INFO LINE to provide 2-1-1 services effective July 1, 2005, we will provide your Board with a recommended initial scope of work for the County's 2-1-1 system for your consideration. If you have any questions regarding the planned implementation of 2-1-1, 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
Director of Internal Services
Director of Children and Family Services
Director of Public Social Services
INFO LINE of Los Angeles County