



SACHI A. HAMAI  
Chief Executive Officer

## County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration  
500 West Temple Street, Room 713, Los Angeles, California 90012  
(213) 974-1101  
<http://ceo.lacounty.gov>

*"To Enrich Lives Through Effective And Caring Service"*

Board of Supervisors  
HILDA L. SOLIS  
First District

MARK RIDLEY-THOMAS  
Second District

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Third District

JANICE HAHN  
Fourth District

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Fifth District

December 04, 2018

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

Dear Supervisors:

# ADOPTED

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

18 December 4, 2018

CELIA ZAVALA  
EXECUTIVE OFFICER

**EXTEND THE TERM OF THE SOLE SOURCE CONTRACT FOR INFORMATION AND REFERRAL SERVICES WITH THE INFORMATION AND REFERRAL FEDERATION OF LOS ANGELES COUNTY, INCORPORATED, DBA211 LA COUNTY FOR SIX-MONTHS; GRANT DELEGATED AUTHORITY TO THE CHIEF EXECUTIVE OFFICER TO EXTEND THE CONTRACT FOR AN ADDITIONAL SIX-MONTHS; AND ACCEPT GRANT FUNDS (ALL DISTRICTS AFFECTED) (3-VOTES)**

### SUBJECT

Authorize the Chief Executive Officer (CEO), or her designee, to execute a six-month extension, with the option to exercise an additional six-month extension to the current sole source Contract (Contract) with the Information and Referral Federation of Los Angeles County, Incorporated, dba 211 LA County (211 LA County) to continue the delivery of health and human services and general and specialized Information and Referral (I&R) services to County of Los Angeles (County) residents via the 211 dialing code. Additionally, authorize the CEO to accept grant funds that will support these services.

### **IT IS RECOMMENDED THAT THE BOARD:**

1. Delegate authority to the CEO, or her authorized designee, to execute an amendment that extends the term of the existing Contract for a period of six-months through June 30, 2019. This extension will add \$3,318,971 in new funding and increase the maximum contract amount to \$39,651,459.

2. Delegate authority to the CEO, or her authorized designee, to exercise an option that would extend the contract for an additional six-month period through December 31, 2019. Exercising this additional six-month option would add \$3,333,971 in new funding, thereby increasing the maximum contract amount to \$42,985,430.

3. Approve and authorize the CEO, or her authorized designee, to complete all necessary actions to accept \$169,500 in funding from the United Way, Inc. for Fiscal Year (FY)2018-19, to partially offset the Department of Public Social Services' (DPSS) matched portion of the costs of the 211 LA County I&R services (Attachment I). The Board of Supervisors (Board) has accepted the United Way, Inc. funds annually since 2006.

4. Approve the continuation of existing delegated authority to the CEO, or her authorized designee, to execute amendments to this Contract that do not exceed more than a ten percent increase or decrease in the annual contract amount of the extension when such amendments are necessitated by additional services and the amendments are approved by County Counsel.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

#### 211 LA County Contract

The current Contract with 211 LA County expires on December 31, 2018. 211 LA County provides County residents with I&R services on a 24-hour/seven day a week basis. The Contract was designed to provide I&R services for 412,968 callers annually in the areas of health and human services and unincorporated area services/code enforcement through the 211 dialing code. Services rendered include:

1. Ensuring callers are directly connected to a service provider who can address their needs ("warm hand-offs") on all crisis, abuse, and neglect calls, including those for the Department of Children and Family Services' (DCFS) Child Abuse Hotline, the Department of Workforce Development, Aging and Community Services' (WDACS) Elder Abuse Hotline, Department of Mental Health's (DMH) ACCESS Hotline, and the Safely Surrendered Baby Hotline.

2. Assisting residents with unincorporated area services/code enforcement requests and conducting similar "warm hand-offs" to appropriate department representatives.

3. Providing I&R services to constituents seeking employment assistance through the one-stop WorkSource California Employer and Job Seeker Line funded by WDACS.

4. Making emergency information and resources available to the public whenever the County's Emergency Operations Center is activated.

5. Delivering services through special campaigns/projects, such as the CEO's Temporary, Emergency Food, Shelter, and Transportation Vouchers Program.

Additionally, time-limited special campaigns/projects were previously added to the Contract. Three special projects that are currently a part of the Contract will be continued during the extension period; these special campaigns are DCFS' Homeless Family Reunification Initiative, Countywide Homeless Outreach System, and Department of Public Health's Enhanced Emergency Preparedness for Special Populations. The extension would also add one new special campaign, namely the Anti-Hate Campaign.

## Anti-Hate Campaign

Pursuant to Board directive, the Los Angeles County Commission on Human Relations/WDACS has designated a multi-year public outreach Anti-Hate Campaign that seeks to get community members to report and obtain assistance in addressing hate incidents (i.e., targeting someone because of prejudice against characteristics such as race, national origin, ethnicity, gender, gender identity, religion, sexual orientation, disability, age, and/or income).

## Contract Management and Monitoring

The CEO will continue to manage the Contract and complete the ongoing negotiations through the Request for Proposals (RFP) process to secure a new multi-year I&R services contract. DPSS will continue to be responsible for monitoring the Contract.

## United Way, Inc.

Since September 5, 2006, the Board has approved annual agreements to accept funding contributions from the United Way, Inc. to offset the DPSS program match expenditures related to I&R services provided through 211 LA County. For FY 2018-19, the amount of United Way, Inc. funds to be deposited upon Board approval is \$169,500.

## **FISCAL IMPACT/FINANCING**

Each of the participating departments would continue funding the Contract using existing resources included in their respective FY 2018-19 adopted budgets for the six-month extension period (including the remaining Temporary, Emergency Food, Shelter, and Transportation Vouchers Special Campaign). The six-month extension will add \$3,318,971 in new funding, which increases the maximum contract amount to \$39,651,459.

Exercising the additional six-month option in FY 2019-20 will result in the addition of \$3,333,971 in new funding to the contract thereby increasing the maximum contract amount to \$42,985,430.

The participating departments have all confirmed their commitment to continue funding the Contract into FY 2019-20 upon approval of their respective departmental budgets. Attachment II reflects the funding details covering the base I&R Contract and the special campaigns for the two six-month extension options.

## **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

Pursuant to Section 26227 of the Government Code, the Board may appropriate and fund programs deemed by the Board to be necessary to meet the social needs of the population of the County, including, but not limited to, the areas of health, law enforcement, public safety, rehabilitation, welfare, education, legal services, and the needs of financially, physically, mentally challenged, and aged persons.

In 1980, the Board first adopted a contract with 211 LA County (then known as Info Line) to provide I&R services to all County residents. On October 16, 2003, the California's Public Utilities Commission designated 211 LA County as the sole provider of 211 I&R services to the County. Accordingly, 211 LA County became the sole source contractor providing services ever since.

On June 4, 2013, the Board approved a sole source contract with 211 LA County for the provision of I&R services through the 211 dialing code for a term of three years, from July 1, 2013 through June 30, 2016, with a six-month extension option. On June 14, 2016, the Board extended the term of the existing Contract for a period of one year through June 30, 2017; and on May 16, 2017, the Board extended the term for a period of one year through June 30, 2018, with an option to extend for an additional six-month period. The CEO exercised the six-month option extending the contract through December 31, 2018.

On September 17, 2018, the Board was notified of the CEO's intent to extend the current sole source contract to provide the necessary time to complete negotiations and execute a new multi-year contract for I&R services through an RFP process. A six-month extension is needed to ensure the continued provision of critical I&R services to County residents during the extension period.

## **CONTRACTING PROCESS**

The CEO released a Request for Information (RFI) in May 2017, which resulted in identifying multiple interested vendors. The CEO released a RFP in October 2017. The CEO completed the evaluation and selection portions of the RFP process and is currently negotiating a new agreement with the selected vendor. Negotiations have been more complex than expected and are taking longer than planned to complete due to unexpected circumstances relating to budget and service standards. Additional time is needed to complete the negotiations for a new multi-year I&R contract through the RFP process. The CEO anticipates that the process will be completed by June 2019. The CEO will seek the Board's approval to award a new multi-year I&R services contract for the County once the process is completed.

## **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

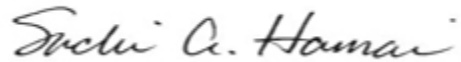
The current Contract expires on December 31, 2018. The CEO will not be able to conclude the negotiations and execute a new contract through the RFP process before the current Contract expires. The six-month extension ensures that County residents will continue to receive critical I&R services, including crisis services, such as Elder Abuse, Child Abuse, and Mental Health services on a 24-hour/seven day a week basis until a new multi-year I&R service contract can be approved by the Board and executed.

The Honorable Board of Supervisors

12/4/2018

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Respectfully submitted,



SACHI A. HAMAI

Chief Executive Officer

SAH:JJ:FD

HK:CP:GS:km

Enclosures

c: Executive Office, Board of Supervisors  
County Counsel  
Children and Family Services  
Health Agency  
Health Services  
Mental Health  
Public Health  
Public Social Services  
Workforce Development, Aging and Community  
Services



**FISCAL YEAR 2018-2019 AGREEMENT**

**BETWEEN THE  
COUNTY OF LOS ANGELES  
AND  
UNITED WAY, INCORPORATED**

**Prepared by  
Chief Executive Office**

FISCAL YEAR 2018-2019 AGREEMENT

FUNDING TO PROVIDE INFORMATION AND REFERRAL SERVICES PROGRAM

United Way, Incorporated, dba United Way of Los Angeles agrees to provide One Hundred Sixty Nine Thousand, Five Hundred Dollars (\$169,500) to the Los Angeles County General Fund through the Chief Executive Office for Fiscal Year (FY) 2018-19. Said funds shall be paid through installments or in its entirety during FY 2018-19. Payment of these funds shall be made to the **County of Los Angeles** and mailed or delivered to:

Harvey H. Kawasaki, Manager  
County of Los Angeles  
Chief Executive Office  
Service Integration Branch  
222 South Hill Street, Fifth Floor  
Los Angeles, CA 90012


The County of Los Angeles agrees that these funds will be used solely for providing information and referral services within Los Angeles County.

COUNTY OF LOS ANGELES


By  Date 11/20/18  
**SACHI A. HAMAI**  
Chief Executive Officer


APPROVED AS TO FORM:

MARY C. WICKHAM  
County Counsel

By   
**Garry C. DuPont**  
Principal Deputy County Counsel

UNITED WAY, INCORPORATED

By   
**DEENA MARGOLIS**  
Vice President  
Community Impact  
United Way of Los Angeles

By   
**LINING RECENDEZ**  
Vice President  
Finance Department  
United Way of Los Angeles

**211 Information and Referral Services  
New Funding Summary for Sole Source Contract Extensions**

	Comments	Jan-Jun 2019	Jul-Dec 2019
Base I&R Contract		\$ 3,144,666	\$ 3,144,666
Homeless Family Reunification Initiative (DCFS)	Existing Special Campaign	\$ 112,305	\$ 112,305
Countywide Homeless Outreach System (Homeless Initiative)	Existing Special Campaign	\$ *	\$ 57,000
Enhanced Emergency Preparedness for Special Populations (DPH)	Existing Special Campaign	\$ 42,000	\$ **
Anti-Hate Campaign (WDACS)	New Special Campaign	\$ 20,000	\$ 20,000
<b>Total</b>		<b>\$ 3,318,971</b>	<b>\$ 3,333,971</b>
*\$54,818 in <i>rollover funds</i> will be used to support services from January to June 2019.			
**Continuation of services is contingent upon availability of grant funding.			