

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH • CITY OF INDUSTRY, CALIFORNIA 91746
Tel (562) 908-8400 • Fax (562) 908-0459



BRUCE YOKOMIZO
Director



Board of Supervisors
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First District

YVONNE B. BURKE
Second District

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Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

January 18, 2005

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:

**RECOMMENDATION TO APPROVE AMENDMENT NUMBER FIVE
TO MODIFY CONTRACT NUMBER 73391 WITH THE INFORMATION & REFERRAL
FEDERATION OF LOS ANGELES COUNTY (INFO LINE) FOR THE
IMPLEMENTATION OF THE COUNTY'S 2-1-1 CALLING SYSTEM
(ALL DISTRICTS - 3 VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and instruct the Chairman to sign the attached Amendment Number Five (Attachment A) to County Agreement Number 73391 with the Information and Referral Federation of Los Angeles County (INFO LINE) to increase the Total Maximum Contract Sum by \$889,000 to allow INFO LINE to begin transition and implementation planning for the County's 2-1-1 calling system effective February 1, 2005, or the day after Board approval, whichever is later. The additional \$889,000 will be funded with 100 percent Net County Cost (NCC) approved by your Board on September 28, 2004 and included in the FY 2004-05 Adopted Budget.
2. Approve an appropriation adjustment for FY 2004-05 in the amount of \$889,000, reflecting the transfer of NCC from Provisional Financing Uses (PFU) to the Department of Public Social Services (DPSS) (Attachment B) to fund expenditures associated with the implementation of the County's 2-1-1 calling system.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The current Agreement with INFO LINE provides for the Information and Referral (I&R) Services Program, which includes I&R services for health and human services resources in the community, maintenance of the I&R database, toll-free 24-hour Elder Abuse Hotline, Unincorporated Area Help Line, Employer Call Center Help Line, and the Safely Surrendered Baby Hotline. The Amendment will ensure the continuation of these services while beginning implementation of the County's new 2-1-1 calling system.

On October 16, 2003, INFO LINE was designated by the State's Public Utilities Commission as the sole provider for the 2-1-1 line for I&R services within Los Angeles County. Accordingly, INFO LINE will be the sole-source contractor for the future 2-1-1 agreement that will supersede this agreement upon implementation of 2-1-1. The future 2-1-1 agreement is targeted to be effective no later than July 1, 2005.

Prior to the planned July 1, 2005 launch of 2-1-1, implementation planning, testing and training will be required. On September 28, 2004, your Board authorized \$2 million in funding to be placed in PFU to ensure the effective implementation of the County's 2-1-1 I&R system. This Amendment allows for the implementation planning needed for 2-1-1 start-up and incorporates previously approved funds into the current I&R Agreement.

The I&R Services Agreement's performance outcomes are based on a minimum of 199,500 annual employee-assisted telephone calls for I&R services and the timely, annual update of I&R database entries. It should be noted that INFO LINE has far exceeded the number of calls for the past three years and has updated its database in a timely manner.

Implementation of Strategic Plan Goals

The recommended actions are consistent with the principles of the Countywide Strategic Plan Goal #1: Service Excellence - Provide the public with easy access to quality information and services that are both beneficial and responsive.

FISCAL IMPACT/FINANCING

Amendment Number Five increases the current Total Maximum Contract Sum of the INFO LINE agreement from \$4.5 million to \$5.4 million. The additional \$889,000 will be funded 100 percent by NCC approved by your Board on September 28, 2004 and does not result in any increase to DPSS' share of cost for this Agreement. The \$889,000 appropriation adjustment reflects a transfer of NCC from PFU to DPSS to fund expenditures associated with the implementation of the County's 2-1-1 calling system.

Board of Supervisors
January 18, 2005
Page 3 of 4

FY 2004-05 Adopted Budget includes \$2 million in the PFU approved by your Board on September 28, 2004.

The use of \$889,000 under this Amendment will leave a balance of \$1.1 million in PFU funds. The funds are planned for use in FY 2005-06 for full 2-1-1 rollout and would be included in the future 2-1-1 contract.

The Amendment allows the Contractor to request a one-time advance payment for Technology Upgrades and Non-Recurring Start-Up costs, not to exceed \$689,644. The Amendment will be in compliance with State regulations and require the Contractor to reimburse the County for advances prior to the end of the current contract term and to return to the County any interest gained on these advances. As this advance will not result in receivables that will be outstanding over one year, they will not have a negative budgetary impact. The Chief Administrative Office has reviewed this provision and concurs with our assessment.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Amendment will be effective February 1, 2005, or the day after Board approval, whichever is later.

The contractor will continue to be paid monthly in arrears for the provision of I&R Services. The rates are firm fixed for the term of this Agreement with no cost of living adjustment (COLA) increase.

For costs associated with 2-1-1 implementation, the contractor shall be paid in arrears for the actual costs incurred with the exception of the one-time advance payment. The amendment requires INFO LINE to submit verification of these expenses as a condition for payment authorization. The Amendment limits the County's obligation to \$888,975 for 2-1-1 implementation of costs included in the amendment.

The contractor, INFO LINE, is a non-profit corporation.

All County required standard terms and conditions are included in the current I&R Agreement.

This Amendment will not result in unauthorized disclosure of confidential information and will be in full compliance with federal, State and County regulations. The Department has evaluated and determined that the Living Wage Program (County Code Chapter 2.201) does not apply to the Agreement.

Board of Supervisors
January 18, 2005
Page 4 of 4

The CAO concurs with this Amendment, and it has been approved as to form by County Counsel.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

This Amendment will allow the County to continue to maintain the I&R program. The approval of this Amendment will not infringe on the role of the County in its relationship to its residents, and the County's ability to respond to emergencies will not be impaired. There is no change in risk exposure to the County.

CONCLUSION

The Executive Officer, Board of Supervisors, is requested to return one adopted, stamped Board Letter and three original signed copies of the Amendment to the Director of DPSS.

Respectfully submitted,



Bryce Yokomizo
Director

BY:cc

Enclosures

c: Chief Administrative Officer
County Counsel
Auditor-Controller

COUNTY OF LOS ANGELES
REQUEST FOR APPROPRIATION ADJUSTMENT

DEPT'S. No. 140

DEPARTMENT OF PUBLIC SOCIAL SERVICES

1/5/05 28

AUDITOR-CONTROLLER.

THE FOLLOWING APPROPRIATION ADJUSTMENT IS DEEMED NECESSARY BY THIS DEPARTMENT. WILL YOU PLEASE REPORT AS TO ACCOUNTING AND AVAILABLE BALANCES AND FORWARD TO THE CHIEF ADMINISTRATIVE OFFICER FOR HIS RECOMMENDATION OR ACTION.

ADJUSTMENT REQUESTED AND REASONS THEREFOR

3-VOTE
~~ACTION-BA~~

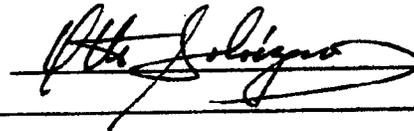
SOURCES:

BOARD OF SUPERVISORS
Provisional Financing Uses
A01-BS-13760-2000
\$889,000

USES:

PUBLIC SOCIAL SERVICES
Services & Supplies
A01-SS-25900-2000
\$889,000

Reflects the appropriation adjustment for DPSS FY 2004-05 Adopted Budget in the amount of \$889,000 in Net County Cost to enable DPSS to begin the implementation of the County's 2-1-1 Information and Referral system.



CHIEF ADMINISTRATIVE OFFICER'S REPORT

REFERRED TO THE CHIEF ADMINISTRATIVE OFFICER FOR—

ACTION

APPROVED AS REQUESTED

AS REVISED

RECOMMENDATION

JANUARY 6 2005

David J. [Signature]
CHIEF ADMINISTRATIVE OFFICER
FOR DAVID J. [Signature]

AUDITOR-CONTROLLER BY *Helen Jung*

APPROVED (AS REVISED):
BOARD OF SUPERVISORS

No. 234

JAN 6 2004

BY

DEPUTY COUNTY CLERK

**AMENDMENT NUMBER FIVE
TO THE AGREEMENT WITH THE INFORMATION AND REFERRAL FEDERATION
OF LOS ANGELES COUNTY FOR THE IMPLEMENTATION OF THE COUNTY'S
2-1-1 CALLING SYSTEM**

Reference is made to the document entitled "Information and Referral Services Program Agreement By and Between County of Los Angeles and the Information and Referral Federation of Los Angeles County," dated June 5, 2001, Amendment Number One, dated July 1, 2002, Amendment Number Two, dated March 30, 2004, Amendment Number Three, dated June 15, 2004, and Amendment Number Four, dated September 8, 2004, and further identified as COUNTY Agreement Number 73391 (hereinafter referred to as "Agreement").

Effective February 1, 2005, or the day after the Board of Supervisors approval, whichever is later, the Agreement is revised as follows:

WHEREAS, COUNTY intends to implement a 2-1-1 calling system to provide an integrated and easily accessible system for health and human services information and referral resource to the COUNTY's residents; and

WHEREAS, COUNTY and CONTRACTOR intend to amend this Agreement as set forth below:

I. **AGREEMENT, PART V, MAXIMUM AMOUNT**, Paragraph 1.0 and 2.0 are deleted in their entirety and replaced to include costs associated with 2-1-1 implementation as follows:

1.0 COUNTY shall not be liable for payment for services provided pursuant to this Agreement in excess of the following individual Maximum Amounts. The Maximum Amount each year of the contract term shall be as follows, unless CONTRACTOR fails to provide the minimum number of employee assisted I&R Service telephone calls, or the minimum number of annual Community Resource Information Bank (CRIB) reviews, including updates required by annual review of the CRIB.

	<u>Contract Year One</u>	<u>Contract Year Two</u>	<u>Contract Year Three</u>	<u>Contract Year Four</u>
1. I & R Service & CRIB	\$3,637,392	\$3,637,392	\$3,637,392	\$4,098,744
2. Elder Abuse Hotline	\$ 218,628	\$ 218,628	\$ 218,628	\$ 256,068
3. Employer Call Center	\$ 94,284	\$ 94,284	\$ 94,284	\$ 31,440

4. Unincorporated Area Help Line \$ 167,460 \$ 129,252 \$ 129,252 \$ 157,608

5. 2-1-1 Implementation \$ 888,975

Maximum Amount For Contract Year One\$4,117,764

Maximum Amount For Contract Year Two\$4,079,556

Maximum Amount For Contract Year Three.....\$4,079,556

Maximum Amount For Contract Year Four.....\$5,432,835

TOTAL FOUR (4) YEAR MAXIMUM AMOUNT \$17,709,711

2.0 Payments shall not exceed the above Maximum Amounts per contract year for items one (1) through five (5) herein above, as reflected in Attachment B-2, Contractor's Budget. CONTRACTOR may not reallocate funds between the categories of I&R Services and CRIB, Elder Abuse Hotline, Employer Call Center, Unincorporated Area Help Line and 2-1-1 Implementation.

II. **AGREEMENT, PART VI, INVOICES AND PAYMENTS**, is revised as follows:

Section 1.0 is deleted and replaced as follows to reflect changes related to 2-1-1 implementation invoicing. Subsections 1.1 through 1.3 remain in effect.

1.0 COUNTY will pay CONTRACTOR monthly in arrears. The monthly amount for Items 1 through 4 listed in Part V, Section 1.0 above shall be firm and fixed for the term of the Agreement and shall be one-twelfth (1/12th) of the annual Fiscal Year amount for these four services. For Item 5 (2-1-1 Implementation), CONTRACTOR shall invoice and COUNTY shall pay in the manner described in Subparagraph 1.4, hereunder. COUNTY shall pay CONTRACTOR for the Employee Call Center as specified in Subparagraph 1.3.2 below and as specified in Attachment A, Statement of Work and Technical Exhibits.

New Subparagraph 1.4 is added as follows:

1.4 CONTRACTOR costs associated with 2-1-1 implementation shall not exceed \$888,975, as listed in Part V, Section 1.0 above, and reflected in Attachment B-2, hereunder. Changes to this amount are subject to the Agreement's Part VII, Section 5.0, Changes and Amendments of Terms. CONTRACTOR costs associated with 2-1-1 implementation shall be invoiced separately from all other services (Items 1 through 4 in Agreement Part V, Section 1.0) as follows:

1.4.1 CONTRACTOR shall invoice one-fifth (1/5th) of the budgeted Operating Costs for the five-month 2-1-1 implementation period covered by this Agreement. As noted in Attachment B-2,

"Contractor Budget," the total amount listed for operating costs is \$199,331. CONTRACTOR shall invoice no more than \$39,866.20 per month for these costs.

1.4.2 CONTRACTOR may request a one time advance payment for "Non-Recurring Start-up" and "Technology Upgrades" not to exceed \$689,644, as listed in Attachment B-2, "Contractor Budget," under 2-1-1 implementation. CONTRACTOR shall include verification of incurred costs with their invoice. Verification shall include the amount of the expense incurred, a detailed explanation of the cost, and the date the cost was incurred. The COUNTY, at its sole discretion, shall determine if submitted verification is satisfactory.

The COUNTY shall not be liable for payment of these costs should they exceed the amounts listed in Attachment B-2. Additionally, the COUNTY shall not be liable for any costs incurred by the CONTRACTOR prior to the effective date of this Amendment, nor after the termination of this Agreement.

New Subparagraphs 2.3, 2.4 and 2.5 are added as follows:

- 2.3** For costs related to 2-1-1 implementation, CONTRACTOR shall invoice the COUNTY separately in a format to be provided by the COUNTY. Said invoice shall include supporting documentation/verification which shows costs related to 2-1-1 Non-Recurring Start-up and Technology Upgrades.
- 2.4** Contractor shall submit verification of payment for "Non-Recurring Start-up" and "Technology Upgrades" within 15 days of paying for these costs. All advances must be fully reconciled by June 30, 2005. In the event that the invoices received in the last three months of the fiscal year are not sufficient to recoup the advanced funds, the CONTRACTOR shall pay the difference to the COUNTY by the 25th of June 2005.
- 2.5** CONTRACTOR shall comply with all applicable State and County regulations in regards to interest earned on advances. This shall include maintaining separate bank accounts for cash advances and returning to the COUNTY any interest earned on the advances.

III. AGREEMENT, ATTACHMENT A, STATEMENT OF WORK, New subparagraph 1.1.1 "Transition to 2-1-1 System" is added as follows:

1.1.1 Transition to 2-1-1 System

Upon mutual agreement, COUNTY and CONTRACTOR, may transition to the 2-1-1 system from the current service of local and toll-free dial-in numbers to provide I&R services. To accomplish this transition,

CONTRACTOR will need to hire additional staff, and make technological upgrades to existing telecommunications infrastructure and equipment. The additional staff and planned operational efficiencies will allow CONTRACTOR to answer approximately 400,000 2-1-1 calls per year.

IV. AGREEMENT, ATTACHMENT A, STATEMENT OF WORK, New subparagraph 5.16 is added as follows:

5.16 ADDITIONAL RESPONSIBILITIES ASSOCIATED WITH 2-1-1 IMPLEMENTATION

5.16.1 Switching of Telephone Lines.

Contractor is to have telephone services programmed and upgraded to provide an interactive voice recognition component on their telephone menu system. Additional programming will take place internally to allow the hearing impaired community using TDD/TTY equipment to have access to the 2-1-1 system.

5.16.2 2-1-1 Quality Control and Reporting

Contractor will record all 2-1-1 calls and place a message notifying callers that calls may be monitored and recorded. Contractor will maintain an archive of recorded calls for up to one year. Contractor will also add caller ID functionality to its phone system in order to more quickly and effectively handle crisis and/or suicide calls that need 9-1-1 response.

V. AGREEMENT, PART V, MAXIMUM AMOUNT, New revised Attachment B-2, (Contractor's Budget, February through June 2005) is added as an attachment hereto, to reflect the remaining contract period.

All other items and conditions of said Agreement shall remain in full force and effect.

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In witness whereof, the Board of Supervisors of the COUNTY of Los Angeles has caused this Amendment to be subscribed by the Chair, and the seal of said Board hereto affixed and attested by the Executive Officer and Clerk thereof, and CONTRACTOR has caused this Amendment to be signed by its duly authorized officer(s), on the _____ day of _____, 2005.

COUNTY OF LOS ANGELES

By _____
Chair, Board of Supervisors

Attest:

VIOLET VARONA-LUKENS, Executive Officer
Clerk of the Board of Supervisors
of the County of Los Angeles

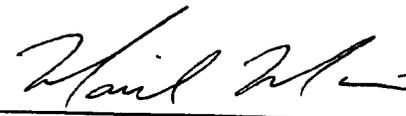
By _____
Deputy

APPROVED AS TO FORM:

RAYMOND G. FORTNER, JR.,
County Counsel

By 
Senior Deputy County Counsel
KM

THE INFORMATION AND REFERRAL
FEDERATION OF LOS ANGELES COUNTY

By 

MARIBEL MARIN, Executive Director

CONTRACTOR BUDGET
Contract Year 2004-2005
Amendment Number Five
(February - June 2005)
Budget Summary

Summary	I & R	CRIB	ELDER ABUSE	UNINCORPORATED AREA HELPLINE	ECC	211 IMPLEMENTATION	GRAND TOTAL
Total Salaries	\$1,986,540	\$426,696	\$150,756	\$92,796	\$18,528	\$154,700	\$2,830,016
Benefits and Payroll Taxes	\$573,120	\$123,084	\$43,500	\$26,772	\$5,340	\$44,631	\$816,447
Other Direct Costs	\$808,392	\$180,912	\$61,812	\$38,040	\$7,572	\$0	\$1,096,728
Total Operating Expenses	\$3,368,052	\$730,692	\$256,068	\$157,608	\$31,440	\$199,331	\$4,743,191
Other Costs							
Non-Recurring Start-up Technology Upgrades	0	0	0	0	0	\$149,555	\$149,555
Sub total	0	0	0	0	0	\$540,089	\$540,089
TOTAL	\$3,368,052	\$730,692	\$256,068	\$157,608	\$31,440	\$888,975	\$5,432,835

CONTRACTOR BUDGET

Employee classification	FTE	Hourly Rate	Monthly	I & R	%	CRIB	%	ELDER	%	UNING. AREA HELPLINE	%	ECC	%
Commy Resource Advisor	10.00	17.56	30,437	22,447	73%		0%	5,327	18%	2,283	8%	380	1%
CRA Bilingual	22.00	18.14	69,174	60,921	88%		0%	5,502	8%	2,358	3%	393	1%
Resource Writers	8.00	18.56	25,737		0%	25,737	100%		0%		0%		0%
Resource & Referral Advsr	2.00	15.81	5,481	5,481	100%		0%		0%		0%		0%
Administrative Assistants	2.00	15.81	5,481	2,740	50%	2,740	50%		0%		0%		0%
Resource Supervisor	1.00		4,573		0%	4,573	100%		0%		0%		0%
I & R Supervisor	1.00		4,522	4,522	100%		0%		0%		0%		0%
I & R Supervisor	1.00		3,786	1,420	38%		0%		0%		0%		0%
I & R Supervisor	0.30		1,134		0%		0%	1,134	100%	1,893	50%	473	13%
I & R Supervisor	1.00		4,020	4,020	100%		0%		0%		0%		0%
Emergency Services Liason	0.10		383	383	100%		0%		0%		0%		0%
Community Service Supvr	0.80		3,065	3,065	100%		0%		0%		0%		0%
Outreach Manager	0.70		3,508	3,508	100%		0%		0%		0%		0%
Director of Operations	0.80		4,285	4,049	95%	86	2%	43	1%	86	2%	21	1%
Computer Tech Manager	0.95		5,231	4,944	95%	105	2%	52	1%	105	2%	25	1%
Resource Sysys Developer	0.30		1,633	327	20%	1,306	80%		0%		0%		0%
Computer Tech Support	0.95		3,053	2,885	95%	61	2%	31	1%	61	2%	15	1%
Network Administrator	0.95		4,538	4,289	95%	91	2%	45	1%	91	2%	22	1%
Web Manager					100%								
Executive Director	0.80		8,500	8,033	95%	170	2%	85	1%		0%		0%
Associate Dir/CFO	0.80		6,792	6,418	95%	136	2%	68	1%	170	2%	42	1%
Dir of Administration					95%		2%		1%	136	2%	34	1%
Human Resources Coord	0.80		3,813		95%		2%		1%		2%		0%
Accountant	0.80		3,650	3,604	95%	76	2%	38	1%	76	2%	19	1%
Assistant Bookkeeper	0.80		2,943	3,449	95%	73	2%	36	1%	73	2%	19	1%
Executive Assistant	1.60		5,131	2,781	95%	59	2%	29	1%	59	2%	15	1%
Outreach Specialist	0.80		3,089	4,848	95%	103	2%	51	1%	103	2%	26	1%
Admin Support Supervisor	0.80		3,503	2,920	95%	62	2%	31	1%	62	2%	14	1%
Admin. Services Asst	2.00		5,481	3,310	95%	70	2%	35	1%	70	2%	18	1%
Total Payroll	63.05		222,943	165,545	95%	110	2%	55	1%	110	2%	28	1%
						35,558		12,563		7,733		1,544	

CONTRACTOR BUDGET

EMPLOYEE BENEFITS	FTE	Monthly	I&R	%	CRIB	%	ELDER	%	UNINC. AREA HELPLINE	%	ECC
MEDICAL INSURANCE	63.05	17,835	13,243	74%	2,844	16%	1,005	6%	619	3%	124
DENTAL INSURANCE	63.05	4,459	3,311	74%	711	16%	251	6%	155	3%	31
VISION PLAN INS.	63.05	1,115	828	74%	178	16%	63	6%	39	3%	8
LIFE/DISABILITY INS.	63.05	4,458	3,311	74%	711	16%	251	6%	155	3%	30
401K PLAN (4%)	63.05	8,918	6,622	74%	1,422	16%	503	6%	309	3%	62
<i>Sub Total</i>		<u>36,785</u>	<u>27,315</u>		<u>5,866</u>		<u>2,073</u>		<u>1,276</u>		<u>255</u>
FICA (7.65%)	63.05	17,055	12,664	74%	2,720	16%	961	6%	592	3%	118
WORKER'S COMP.	63.05	5,574	4,139	74%	889	16%	314	6%	193	3%	39
STATE UNEMPL. INS.	63.05	4,904	3,642	74%	782	16%	276	6%	170	3%	33
<i>Sub Total</i>		<u>27,533</u>	<u>20,445</u>		<u>4,391</u>		<u>1,552</u>		<u>955</u>		<u>190</u>
DIRECTOR'S & OFFICERS		792	589	74%	126	16%	45	6%	27	3%	6
GENERAL		2,708	2,011	74%	432	16%	153	6%	94	3%	18
EARTHQUAKE		1,083	804	74%	173	16%	61	6%	38	3%	7
<i>Sub Total</i>		<u>4,583</u>	<u>3,404</u>		<u>731</u>		<u>258</u>		<u>159</u>		<u>31</u>
COMPUTER HARDWARE		3,993	2,965	74%	637	16%	225	6%	139	3%	27
COMPUTER SOFTWARE		3,195	2,372	74%	510	16%	180	6%	111	3%	22
TELEPHONE SYSTEM		7,069	5,249	74%	1,127	16%	398	6%	245	3%	49
EQUIPMENT MAINTENANCE		5,300	3,935	74%	845	16%	299	6%	184	3%	37
SPACE/FACILITY		15,000	11,138	74%	2,392	16%	845	6%	520	3%	104
OFFICE EQUIPMENT		2,133	1,584	74%	340	16%	120	6%	74	3%	15
SUPPLIES		3,954	2,936	74%	631	16%	223	6%	137	3%	27
TELEPHONE		17,969	13,343	74%	2,866	16%	1,013	6%	623	3%	124
UTILITIES		6,300	4,678	74%	1,005	16%	355	6%	219	3%	43
ADVERTISING		3,594	2,669	74%	573	16%	203	6%	125	3%	25
BUILDING MAINTENANCE		3,245	2,409	74%	518	16%	183	6%	113	3%	23
CUSTODIAL		1,792	1,331	74%	286	16%	101	6%	62	3%	12
PRINTING/PHOTOCOPYING		2,033	1,509	74%	324	16%	115	6%	71	3%	15
POSTAGE		1,428	563	39%	728	51%	80	6%	49	3%	8
PROFESSIONAL SERVICES		5,262	3,907	74%	839	16%	297	6%	183	3%	37

CONTRACTOR BUDGET

	Monthly	I&R	%	CRIB	%	ELDER	%	UNINC.-AREA HELPLINE	%	ECC	%
STAFF DEVELOPMENT/TRAINING	3,294	2,446	74%	525	16%	186	6%	114	3%	23	1%
TRAVEL/MEETING ATTENDANCE	1,250	928	74%	199	16%	70	6%	43	3%	9	1%
<i>Sub Total</i>	<u>86,811</u>	<u>63,962</u>		<u>14,345</u>		<u>4,893</u>		<u>3,011</u>		<u>600</u>	
Monthly Grand Total	<u>378,655</u>	<u>280,671</u>		<u>60,891</u>		<u>21,339</u>		<u>13,134</u>		<u>2,620</u>	
<u>Annual Grand Total</u>	<u>4,543,860</u>	<u>3,368,052</u>		<u>730,692</u>		<u>256,068</u>		<u>157,608</u>		<u>31,440</u>	

2-1-1 Implementation Budget (February - June 1005)

Employee classification	FTE	Hourly Rate	211 Implementation 5 months	%	211 Implementation 5 months	%
Commy Resource Advr	5.00	17.56	76,093	100%	13,695	100%
CRA Bilingual Resource Writers	5.00	18.14	78,607	100%	3,425	100%
Resource & Ref. Advr	-	18.56	-	0%	900	100%
Administrative Assists	-	15.81	-	100%	2,090	100%
Admin. Servs Asst	-	15.81	-	50%	6,190	100%
Total Payroll	10.00		154,700		11,836	100%
<u>Technology Upgrades</u>					3,095	100%
Fiber Installation		36,500			<u>3,400</u>	100%
Network Redundancy		20,916			44,631	
Telecom Software Licenses		54,890				
IVR Upgrade		123,250				
Web Server Replacement		17,470				
Computer Upgrades		54,139				
Call Recording		216,500				
Microsoft Software Licenses		2,160				
Call Center Software		8,119				
Server Cabinet		6,145				
Sub Total		<u>540,089</u>				
<u>Non Recurring Start Up Costs</u>						
Modular Workstations					36,000	
New Computer Equipment					11,000	
Telephones/Headsets					8,350	
Setup/Installation					5,535	
Construction/Space Redesign					11,070	
Program Telco Switch					77,600	
Sub Total					<u>149,555</u>	
<u>2-1-1 Implementation Grand Total</u>					<u>888,975</u>	