



# County of Los Angeles CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA  
Chief Executive 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

October 21, 2008

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

Dear Supervisors:

**THE INFORMATION AND REFERRAL FEDERATION OF LOS ANGELES COUNTY  
DBA 211 LA COUNTY COST OF LIVING ADJUSTMENT, APPROPRIATION  
ADJUSTMENT, AND ADDITION OF WORKSOURCE CALIFORNIA EMPLOYER AND  
JOB SEEKER LINE  
(ALL DISTRICTS AFFECTED) (3 VOTES)**

**SUBJECT**

This Board letter requests approval to: 1) transfer Provisional Financing Uses funds to the Department of Public Social Services to fund a three percent staffing only Cost of Living Adjustment for Fiscal Year (FY) 2008-09; and 2) add the Community and Senior Services WorkSource California Employer and Job Seeker line to The Information and Referral Federation of Los Angeles County, Incorporated dba 211 LA County's contract agreement.

**IT IS RECOMMENDED THAT YOUR BOARD:**

1. Delegate authority to the Chief Executive Officer (CEO), or his designee to prepare and execute an amendment, effective date of Board approval, substantially similar to Attachment I, to increase the maximum contract amount to include a three percent staffing only Cost of Living Adjustment (COLA), for a total cost of \$162,897; \$84,897 will be funded by net County cost and \$78,000 will be from Provisional Financing Uses (PFU), and approve the addition of the WorkSource California Employer and Job Seeker Line to The Information and Referral Federation of Los Angeles County, Incorporated dba 211 LA County at a cost of \$44,550 fully funded utilizing Workforce Investment Act funds. The cost of the COLA and additional program service total \$207,447.

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

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2. Approve an appropriation adjustment (Attachment II), that transfers \$78,000 from the PFU budget unit to the Department of Public Social Services (DPSS).

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

On December 12, 2006, your Board approved a three-year contract agreement with 211 LA County to provide general and specialized Information and Referral program services through the 2-1-1 dialing code for a term of January 1, 2007 through December 2009. On July 24, 2007, your Board delegated discretionary authority to the CEO to provide annual COLAs each fiscal year as indicated under County Policy 5.070.

With 211 LA County in negotiations with their union and staff costs rising, the 211 Oversight Committee agreed to a three percent staffing only COLA, which is the maximum staffing adjustment allowable under County Policy 5.070. However, DPSS determined with the estimated reduction of funds at the State level, their FY 2008-09 Budget would not support the increase for this fiscal year. As DPSS receives the majority of the calls and funds the majority of the contract, it was negotiated that PFU monies would be utilized to fund DPSS' portion of the COLA for this fiscal year.

On June 24, 2008, your Board approved the acceptance of the Department of Labor, Workforce Investment Act (WIA) funds by the Department of Community and Senior Services (DCSS) for their one-stop delivery system designated as WorkSource California. The WorkSource California centers have locations throughout the County that provide services to job seekers such as assisted job search, resume writing classes, program eligibility determination, identification of employment strengths and barriers, in-depth interviewing, and training for qualified customers. Services to employers may include job postings, job matching, initial screening, and hosting mass recruitment efforts. To ensure the constituents of Los Angeles County were aware of the services available through these one-stop centers, the County embarked on a marketing campaign using WorkSource California materials, which included a toll-free number, (888) 226-6300. Through this number, the caller would be able to obtain information and referral to a convenient WorkSource center.

As these materials, which include the toll-free number, are continually distributed at various events and locations throughout the County. It is important that job seekers and employers are connected to a line identified as WorkSource California. Currently, the number is answered by an automated system, which either takes a message or transfers the caller to the City of Los Angeles' 311 line. Therefore, DCSS asked that 211 LA County operate this program line as a separate WorkSource California line.

### **Implementation of Strategic Plan Goals**

The recommended action is consistent with the principles of the Los Angeles County Strategic Plan Goal No. 1: Service Excellence, to provide the public with easy access to quality information and services that are both beneficial and responsive.

### **FISCAL IMPACT/FINANCING**

This COLA is for staffing costs only and will increase the contract by an additional \$32,988 for this 2008 calendar year, and \$129,909 for the 2009 calendar year, for a total of \$162,897. The current PFU balance of \$552,000 has been maintained as a reserve for additional implementation purposes. If approved, the CEO will transfer \$78,000 (\$26,000 for October to December 2008; and \$52,000 for January to June 2009) from PFU to DPSS to cover the 211 staffing only COLA for the remainder of FY 2008-09. DPSS would be able to assume the increases to the contract for FY 2009-10. The CEO will return to your Board with a recommendation should the remaining PFU balance of \$474,000 be required for additional implementation purposes. Otherwise, the PFU balance will be maintained as a reserve for the next agreement period.

The cost to operate WorkSource California call center number will be a flat minimum fee of \$2,700 per month for up to 200 monthly calls, or \$40,500 for the 15 months remaining in the contract. Calls in excess of 200 in any given month will be billed at the rate of \$12 per call in addition to the minimum \$2,700 monthly fee. Ten percent of the total fees is being budgeted for calls in excess of the 200 monthly calls, or \$4,050 for the term of the contract. Funding to operate the WorkSource California employer and job seeker toll-free line, (888) 226-6300, will be from WIA Program funds.

These actions, if approved, will increase the three-year contract maximum by \$207,447, from \$16,778,758 to \$16,986,205.

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

Your Board has authorized the CEO delegated authority to execute amendments for COLA. This action will enable the transfer PFU monies to DPSS to fund the COLA for FY 2008-09.

The California Public Utilities Commission designated The Information and Referral Federation of Los Angeles County, dba 211 LA County, as the sole provider for 2-1-1 services within the County of Los Angeles.

The Honorable Board of Supervisors  
October 21, 2008  
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**IMPACT ON CURRENT SERVICES (OR PROJECTS)**

The recommended action will allow 211 LA County to continue to provide quality customer service at current call capacity and assist job seekers and employers by providing information and referral to a WorkSource center convenient to them.

Respectfully submitted,



WILLIAM T FUJIOKA  
Chief Executive Officer

WTF:MS  
KH:KH:hn

Attachments (2)

- c: County Counsel
- Director of Children and Family Services
- Director of Community and Senior Services
- Director of Health Services
- Director of Mental Health
- Director of Public Health and Health Officer
- Director of Public Social Services
- Executive Director of 211 LA County



**CONTRACT AMENDMENT  
BY AND BETWEEN  
COUNTY OF LOS ANGELES  
AND  
THE INFORMATION AND REFERRAL FEDERATION OF LOS ANGELES COUNTY,  
INC. dba  
211 LA COUNTY  
FOR  
2-1-1 AND SPECIALIZED INFORMATION AND REFERRAL SERVICES**

**Prepared by  
Chief Executive Office**

**CEO CONTRACT AGREEMENT NUMBER: A0-0734  
Amendment No. 3**

**CONTRACT AMENDMENT  
COUNTY OF LOS ANGELES  
for  
2-1-1 AND SPECIALIZED INFORMATION AND REFERRAL PROGRAM SERVICES**

This Amendment No. 3 is made and entered into this \_\_\_\_ day of \_\_\_\_\_, 2008 by and between County of Los Angeles, hereinafter referred to as COUNTY and The Information and Referral Federation of Los Angeles County, Inc. dba 211 LA County, a California Non-Profit Benefit Corporation, hereinafter referred to as CONTRACTOR.

**RECITALS**

WHEREAS, the parties hereto have previously entered into a three-year contract on January 1, 2007, and amended effective July 16, 2007 and June 9, 2008, for an amount not to exceed \$16,778,758; and

WHEREAS, the Chief Executive Office has been delegated authority to prepare and execute amendments to this agreement for Cost of Living Adjustments as specified under section 8.58 of the terms and conditions; and

WHEREAS, CONTRACTOR is qualified by reason of experience, preparation, equipment, organization, staffing, and facilities to provide the services contemplated by this Agreement on behalf of COUNTY; and

WHEREAS, the parties hereto desire to amend said Agreement in accordance with the terms and conditions set forth below.

NOW THEREFORE, the parties hereto agree as follows:

- I. **SECTION 1.0 APPLICABLE DOCUMENTS** is hereby amended by adding new and revised documents, which are attached hereto, and which will reflect the additional services, as applicable:

Exhibit A Statement of Work  
Exhibit B Pricing Schedule

- II. **Subsection 5.1 of SECTION 5.0 CONTRACT SUM** is amended in its entirety as follows:

The maximum contract payment for the term will be **\$16,986,205**. CONTRACTOR will be paid an annual maximum amount of **\$5,425,384** for the first year, **\$5,537,871** for the second year, and **\$5,634,792** for the third year; excluding the three year funding designated for Countywide Emergency Hotline activities; the monies identified for Provisional Funding Usage services; and WorkSource California toll-free line for employers and job seekers. For Countywide Emergency Hotline activities, the

**\$93,608** total contract amount, not to exceed **\$30,450** for the first year and **\$31,579** for the second year, and **\$31,579** for the third year, will be paid on an actual cost, monthly basis. In the event of an actual disaster or unforeseen situation requiring an unusual level of financial trends, the COUNTY will then indicate to the CONTRACTOR whether or not the increased level of support can be continued based on COUNTY funded support. Provisional Financing Usage not to exceed **\$250,000** will be available for reimbursement of actual costs of public information and marketing efforts. For WorkSource California toll-free line activities, a flat fee of **\$2,700** per month for up to 200 calls per month, not to exceed **\$40,500** in flat fees for the contract term. Calls in excess of 200 in any given month will be billed at the rate of **\$12** per call, not to exceed **\$4,050** in overage charges for the contract term, in addition to the flat fee.

- III. Except as expressly modified by this Amendment, the unaffected terms and conditions of the original contract shall remain valid, binding, and enforceable against the parties.

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IN WITNESS WHEREOF, the parties by their duly authorized signatures, have caused this Amendment to become effective on the day, month, and year first above written.

COUNTY OF LOS ANGELES  
CHIEF EXECUTIVE OFFICE

By \_\_\_\_\_  
WILLIAM T FUJIOKA  
CHIEF EXECUTIVE OFFICER

\_\_\_\_\_  
DATE

THE INFORMATION AND REFERRAL  
FEDERATION OF THE COUNTY OF  
LOS ANGELES, INC. dba 211 LA  
COUNTY

By \_\_\_\_\_

\_\_\_\_\_  
MARIBEL MARIN  
Typed or Printed

\_\_\_\_\_  
EXECUTIVE DIRECTOR  
Title

\_\_\_\_\_  
Date

APPROVED AS TO FORM:

RAYMOND G. FORTNER, JR.  
COUNTY COUNSEL

By \_\_\_\_\_

# EXHIBIT A

## STATEMENT OF WORK AND TECHNICAL EXHIBITS

<u>Section Additions/Revisions</u>	<u>Effective Date</u>
§ 1.1.2 Information and referral to WorkSource California .....	Amendment 3
§ 3.1.8 WorkSource California Training Materials .....	Amendment 3
§ 4.4.3.8 WorkSource California Related Training .....	Amendment 3
§ 4.17 WorkSource California Employer and Job Seeker Line.....	Amendment 3
§ 5.9.5 CEO-OEM reference to funding limitation .....	Amendment 3
§ 5.10 WorkSource California Employer and Job Seeker Line.....	Amendment 3
§ 8.5 DCSS WorkSource California Reporting Requirements .....	Amendment 3
§ 9.5 WorkSource California Call Capacity.....	Amendment 3
§ 12.1.2 Performance Requirements Summary (PRS) Chart (Chart only) .....	Amendment 3

# STATEMENT OF WORK

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## **STATEMENT OF WORK**

### **1.0 GENERAL**

#### **1.1 Scope of Work**

- 1.1.1 CONTRACTOR shall provide all personnel, materials, supervision and other items or services necessary to operate a comprehensive 24-hour, seven day a week specialized multilingual 2-1-1 service including: 1) information and referral (I&R) service available to all COUNTY residents; 2) an Elder Abuse Hotline, including Telecommunications Device for the Deaf/Teletypewriter (TDD/TTY) access, through the use of the dedicated Elder Abuse toll-free number; 3) a link to the Mental Health (DMH) ACCESS Center; 4) a link to Department of Children and Family Services (DCFS); 5) Department of Public Health (DPH) specialized services; and 6) Department of Health Services (DHS) specialized services.
- 1.1.2 CONTRACTOR shall provide all personnel, materials, supervision and other items or services necessary to operate: 1) an information and referral service specifically for unincorporated area services, including code enforcement; 2) a Chief Administrative Office (CAO) Department Emergency Plan (DEP) Hotline; 3) a Countywide Emergency Hotline for the public in the case of an emergency; and 4) an information and referral service for employers and job seekers to WorkSource California.
- 1.1.3 CONTRACTOR shall have the ability to provide through 2-1-1 additional dedicated I&R services and resources as required by special projects and initiatives of the COUNTY.
- 1.1.4 CONTRACTOR shall also provide and maintain a comprehensive database of community agencies to be referred to as the Community Resource Information Bank (CRIB).
- 1.1.5 CONTRACTOR must perform to the standards set forth in, Technical Exhibit 12.1, Performance Requirement summary, hereunder.

#### **1.2 Key COUNTY Personnel**

##### **County Contract Administrator (CCA)**

- 1.2.1 The COUNTY Chief Administrative Officer shall designate a CCA for purposes of Contract oversight. The CCA or alternate has full authority to monitor the CONTRACTOR's performance in the daily operation of this Contract. The CCA shall establish and facilitate a 2-1-1 Oversight Group consisting of representatives from involved COUNTY departments. The 2-1-1 Oversight Group shall assist the CCA in the monitoring and management of this Contract.
- 1.2.2 The CCA shall provide direction to CONTRACTOR in areas relating to policy, information, and procedural requirements.
- 1.2.3 The CCA shall negotiate with CONTRACTOR on changes in service requirements pursuant to Contract Sub-paragraph 8.5, Change Notices and Amendments, herein above.

- 1.2.4 The CCA is not authorized to make any changes in the Standard Terms and Conditions of this Contract and is not authorized to obligate the COUNTY in any way.
- 1.2.5 The COUNTY will inform the CONTRACTOR of the name, address, and telephone number of the CCA and alternate, in writing, upon the effective date of this Contract, and at any time thereafter a change of CCA is made.

### **1.3 Key CONTRACTOR Personnel**

#### **1.3.1 Contract Manager**

- 1.3.1.1 CONTRACTOR shall provide a Contract Manager who shall be responsible for the overall management and coordination of the Contract and act as liaison with COUNTY. The Contract Manager, or alternate so designated in writing to act on CONTRACTOR's behalf, shall respond within twenty-four (24) hours of verbal notice from COUNTY, excluding weekends and holidays, and shall be available for meetings with COUNTY staff within five (5) business days of notification.
- 1.3.1.2 The Contract Manager or alternate shall have full authority to act for the CONTRACTOR on all contract matters relating to the daily operation of the Contract.
- 1.3.1.3 The Contract Manager and alternate shall be identified in writing prior to effective date of the Contract and within five (5) business days after a change of Contract Manager or alternate is made.

#### **1.3.2 Other CONTRACTOR Staff**

- 1.3.2.1 CONTRACTOR shall provide staff with the professional background, experience and expertise to provide the work products required in this Statement of Work.
- 1.3.2.2 All CONTRACTOR staff shall be qualified in accordance with all Federal, State and local laws, ordinances, regulations and requirements applicable hereto.
- 1.3.2.3 CONTRACTOR shall be responsible for training its staff on cultural awareness and sensitivity {see Statement of Work (SOW) Section 3.0, COUNTY Furnished Items, and SOW Section 4.0, CONTRACTOR Furnished Items, hereunder}.

### **1.4 Standards and Quality Control**

CONTRACTOR shall establish, maintain, utilize, monitor and enforce a comprehensive Standards and Quality Control Plan (Plan) to assure COUNTY of a consistently high level of product quality and service throughout the term of the Contract for all general I&R services; the Elder Abuse Hotline; DMH, DCFS, DPH and DHS related-calls; unincorporated area service calls; the CAO DEP Hotline; and the Countywide Emergency Hotline. The Plan, which is subject to approval or rejection by COUNTY, shall be submitted to the CCA on the Contract

Start Date, with revisions submitted to the CCA for approval prior to any amendments to the Plan. The Plan shall include, but not be limited to the following:

- 1.4.1 A monitoring system covering all services required by the Contract. The system must specify the methods for preventing, identifying and correcting deficiencies in the quality of service performed before the level of performance becomes unacceptable. The monitoring system must include the following:
  - 1.4.1.1 Specific activities to be monitored;
  - 1.4.1.2 Methods of monitoring to be used;
  - 1.4.1.3 Frequency of monitoring;
  - 1.4.1.4 Samples of forms to be used in monitoring; and
  - 1.4.1.5 Title/level and qualifications of personnel performing monitoring functions.
- 1.4.2 CONTRACTOR shall record all 2-1-1 calls as part of its quality control program and place a message notifying callers that calls may be monitored and recorded. CONTRACTOR shall maintain an archive of recorded calls for up to one year.

CONTRACTOR shall utilize caller ID functionality in order to more quickly and effectively handle crisis and/ or suicide calls that need 9-1-1 response.
- 1.4.3 CONTRACTOR shall maintain a record of all performance inspections conducted by the CONTRACTOR, including the corrective action taken, the time a problem is first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action. Records shall be provided to the CCA or their alternate quarterly or more frequently at the option of the CCA.
- 1.4.4 The method for continuing to provide services to COUNTY in the event of a strike or other work action of CONTRACTOR's employees, not to exceed monetary amounts of this Contract pursuant to Contract Section 5, Contract Sum.

## **1.5 Quality Assurance**

- 1.5.1 CCA or their alternate shall monitor CONTRACTOR'S performance under this Contract on a quarterly basis, using the quality assurance procedures as defined in this Contract. (Reference Contract Section 8.16, COUNTY'S Quality Assurance Plan).
- 1.5.2 Performance Evaluation Meetings shall be held jointly by CCA (or their alternate) and the Contract Manager as often as deemed necessary by the CCA. However, if a Contract Discrepancy Report (CDR) (Technical Exhibit 12.2) is issued, at the discretion of the CCA, a meeting shall be held within five (5) business days, as mutually agreed, to discuss the problem.
  - 1.5.2.1 The minutes of any Performance Evaluation Meeting shall be prepared by the CCA or their alternate and signed by the Contract Manager and CCA. Should the Contract Manager not concur with the minutes, he/she shall

submit a written statement to the CCA within ten (10) business days from the date of receipt of the signed minutes. The Contract Manager's written statement shall be attached to the CCA's minutes and be a part thereof. Failure to do so shall result in the acceptance of the minutes as written. If any dispute is still unresolved, the decision of the CCA will be final.

1.5.2.2 Upon advance notice, either the COUNTY or CONTRACTOR may make an auditory recording of the meeting.

1.5.3 Contract Discrepancy Reports

1.5.3.1 Verbal notification of a contract discrepancy will be made by the County to the Contract Manager or designee as soon as possible whenever a contract discrepancy is identified.

1.5.3.2 The CCA will determine whether a formal CDR shall be issued.

1.5.3.3 Upon receipt of a CDR, Contract Manager is required to respond in writing to the CCA within five (5) business days, acknowledging the reported discrepancies or presenting contrary evidence. A plan resolving the problem, including appropriate training requirements and a timetable, for correction of all deficiencies identified in the CDR shall be submitted to the CCA in writing within a reasonable time period not to exceed ten (10) business days unless a different period is agreed to in writing by the CCA.

1.6 Government Observations

Federal, State, and/or COUNTY personnel, in addition to COUNTY contract management staff, may observe performance activities, or review documents required by this Contract at any time during normal working hours. However, these personnel may not unreasonably interfere with CONTRACTOR performance.

1.7 Hours of Operation/Holidays

CONTRACTOR shall provide the services required under the Contract twenty-four (24) hours a day, seven (7) days a week or as otherwise specified in this Contract.

2.0 DEFINITIONS

2.1 Acceptable Quality Level (AQL)

Acceptable Quality Level is a measure to express the allowable variance from the Contract Standard, above which the COUNTY will reject a specific service. The AQL does not imply that it is acceptable to vary from the Standard, or that the CONTRACTOR may knowingly perform in a defective way. The AQL recognizes the fact of unintentional human error, and that less than Standard performance may sometimes be unintentional.

**2.2 Adult Protective Services (APS)**

A State-mandated program, which provides investigation, crisis intervention and short-term case management services on behalf of elder and dependent adults who are victims of abuse, neglect, financial abuse, abandonment, isolation or abduction, or who are unable to protect their own interests, and to family members on behalf of the victims.

**2.3 Budget**

The Budget provides details of the CONTRACTOR's costs for providing services included in the Contract. Included in the Budget are the following:

Direct Costs: Payroll, Employee Benefits (Medical, Dental, Life Insurance, etc.), Payroll Taxes, Insurance (Real, Personal, etc., as required by the Contract), Other Direct Costs (Computer Hardware and Software, Telephone System, Equipment Maintenance, Space/Facility, Office Equipment, Supplies, Telephone/Utilities, Advertising costs, Building Maintenance, Custodial, and other - specified).

Indirect Costs: General Accounting/Bookkeeping, Management Overhead, and other related costs.

**2.4 Business Continuity Plan (BCP)**

The COUNTY's BCP is a comprehensive plan for restoring the business functions that support critical programs and services after an emergency. The program may become unavailable due to a major widespread disaster, or a local incident such as a power failure, fire, or some other problem with the building or the systems that support a program. The BCP describes, among other things, how programs and functions will be restored following an incident.

**2.5 California Work Opportunity and Responsibility for Kids (CalWORKs) Program**

The State's mandated public assistance program to provide financial assistance and employment services to families with dependent children.

**2.6 Chief Administrative Office (CAO)**

**Office of Emergency Management (OEM)**

The office within the CAO responsible for overall management of emergency preparedness matters.

**Office of Unincorporated Area Services (UAS)**

The office within the CAO which is responsible for coordinating programs that address unincorporated area issues by working with the Board, County departments, other local governmental agencies and local civic organizations and leaders to assess unincorporated area needs and develop strategies for addressing those needs.

**2.7 Community Resource Advisor (CRA)**

The CONTRACTOR employee responsible for answering telephone inquires from the public, determining the availability of a community resource, and providing the resource information to the caller or walk-in client.

**2.8 Community Resource Information Bank (CRIB)**

The resource information system owned by the COUNTY and maintained by CONTRACTOR. The system consists of listings of public and private agencies and programs to which the CRAs refer callers for further assistance.

**2.9 Department of Children and Family Services (DCFS)**

The COUNTY department responsible for providing a comprehensive childrens protection system of prevention, preservation, and permanency.

**2.10 Resource Writers**

The CONTRACTOR employees (also known as Specialists) who maintain and update the listing of public and private agencies and programs contained in the CRIB.

**2.11 Standard**

A minimum requirement set by the COUNTY for CONTRACTOR to perform a service or activity.

**2.12 Transaction**

A documented request for service which includes information about the referral that was made to the caller or walk-in client.

**2.13 Types of Telephone Calls**

**2.13.1 Abuse and Neglect Calls**

Callers who are in an emergent situation or critical state and require immediate intervention. These calls also typically require some level of follow-up.

**2.13.2 Crisis Calls**

Callers who are in an emergent situation or critical state. These calls need to be assessed and often require a referral for crisis intervention. These calls also typically require some level of follow-up.

**2.13.3 Assisted Referral**

Callers whose problem or situation requires assistance in referral to an organization. Assistance may be in the form of linking the caller to a service organization, talking with the service organization to arrange for services or participating in conference

calls with the caller and service provider. These transactions may require follow-up with the caller and/or the service provider.

2.13.4 Unassisted Referral

Callers who are referred to one or more organizations. These callers are given a referral and initiate contact on their own. No follow-up is necessary.

2.13.5 Simple Information Request/Explanation

A transaction that provides callers a response/explanation to a simple information request. This type of call typically includes looking up an address or phone number or explaining the service eligibility of a particular program. No follow-up is necessary.

### **3.0 COUNTY FURNISHED ITEMS**

All COUNTY furnished items are provided by the COUNTY for the duration of the Contract only, and solely for the performance of this Contract. The COUNTY shall provide no materials, equipment, and/or services necessary to perform information and referral services, except as identified below.

#### **3.1 Training Materials**

- 3.1.1 COUNTY will provide cultural awareness and sensitivity training materials to CONTRACTOR staff annually or as needed.
- 3.1.2 COUNTY will provide Civil Rights training materials to CONTRACTOR staff annually or as needed.
- 3.1.3 COUNTY CSS/APS will provide training materials on handling calls that involve Elder Abuse to CONTRACTOR annually.
- 3.1.4 COUNTY DMH will provide training materials on handling calls that involve Mental Health services to CONTRACTOR staff will be provided one time a year.
- 3.1.5 COUNTY DCFS will provide training materials on handling calls that involve Child Abuse to CONTRACTOR staff as appropriate whenever justified by new staffing.
- 3.1.6 COUNTY CAO/UAS will provide unincorporated area services, including code enforcement, training materials to CONTRACTOR staff as appropriate and will review training material to assure relevant, up-to-date content is provided to CONTRACTOR minimally on an annual basis.
- 3.1.7 COUNTY CAO/OEM will provide emergency management training materials to CONTRACTOR staff as needed for particular campaigns.
- 3.1.8 COUNTY CSS will provide 211 with updated information about all WorkSource centers in LA County and a Google based map to assist with referrals based on the address given by the callers.

**3.2 Additional Materials**

3.2.1 A list of COUNTY observed holidays.

3.2.2 A supply of Civil Rights Forms, Complaint of Discriminatory Treatment (PA 607) and Section 21 of Department of Public Social Services (DPSS) Civil Rights Handbook.

**3.3 Equipment Purchased by County During Implementation Phase**

The equipment purchased by COUNTY during the implementation phase of 2-1-1 which included, but is not limited to, call recording equipment, interactive voice recognition equipment, computers, and telecommunications equipment and associated software shall remain the property of the COUNTY for the duration of the Contract. The COUNTY shall have the option upon the termination of this Contract to request transfer of all COUNTY equipment to a location designated by the CCA. Such request shall be made in writing by the COUNTY and mailed to the CONTRACTOR. CONTRACTOR shall be responsible for the maintenance of COUNTY equipment and replacement and/or upgrade of COUNTY equipment described herein.

**3.4 COUNTY Department Community Resource Information Bank (CRIB) Access**

COUNTY and CONTRACTOR will determine automated mechanisms to transfer weekly updates to CRIB from CONTRACTOR to COUNTY via the internet. COUNTY will develop web-based interface to allow COUNTY departments access to the CRIB for purposes of developing customized directories, reports, and other materials.

**4.0 CONTRACTOR FURNISHED ITEMS**

CONTRACTOR shall furnish all personnel, equipment and supplies and training (except as provided by COUNTY in Section 3.0 herein above) necessary to perform all services required by this Contract and will adhere to all requirements imposed on CONTRACTOR by this Contract.

**4.1 Personnel**

CONTRACTOR must have a certification process in place to ensure that bilingual staff are proficient in oral and/or written communication in English and in the specified non-English language(s). CONTRACTOR shall provide COUNTY with standards/process used to certify proficiency of bilingual staff on a quarterly basis.

**4.2 Equipment, Supplies and Materials**

4.2.1 CONTRACTOR shall furnish all equipment, supplies and materials necessary to perform all services required by this Contract. This shall include, but not be limited to training materials (except those furnished by COUNTY in Section 3.0, COUNTY Furnished Items), supplies and support material necessary to perform all services. The CONTRACTOR shall provide office related items such as computers, printers, monitors, hardware, software, telephone systems, and instruments, including telephone messaging capacity, fax machines, photocopy machines, video tape (VHS)

and digital video (DVD) devices, monitors, and other related items necessary to fulfill the terms of this Contract.

4.2.2 CONTRACTOR shall be responsible for the maintenance of COUNTY equipment and replacement and/or upgrade of COUNTY equipment furnished by COUNTY in SOW Section 3.0, COUNTY Furnished Items, Sub-section 3.3 Equipment Purchased by County During Implementation Phase.

#### **4.3 Facilities**

CONTRACTOR shall provide the necessary facility/facilities and furnishings required to execute this Contract.

#### **4.4 Training**

4.4.1 CONTRACTOR shall provide training in all aspects of services provided in this Contract through employee orientation and in-service training for all staff.

4.4.2 CONTRACTOR shall furnish ongoing training for all CONTRACTOR employees in the following areas:

- 4.4.2.1 Cultural awareness and diversity
- 4.4.2.2 Civil rights
- 4.4.2.3 CAO Departmental Emergency Plan
- 4.4.2.4 Countywide Emergency Management

4.4.3 CONTRACTOR shall also provide CONTRACTOR CRAs, database staff and their supervisors, training in the following areas:

- 4.4.3.1 Information and referral services
- 4.4.3.2 Elder and dependent adult abuse
- 4.4.3.3 Mental Health services
- 4.4.3.4 Child abuse
- 4.4.3.5 Public Health campaigns
- 4.4.3.6 Health Services referrals
- 4.4.3.7 Unincorporated area services, including code enforcement
- 4.4.3.8 WorkSource California related training

4.4.4 Training will be provided by the CONTRACTOR utilizing COUNTY provided training materials including written materials and/or videos.

#### **4.5 Posted Materials**

CONTRACTOR shall post in its facility, where they are easily accessible to employees, Equal Employment Opportunity (EEO) and the State-approved Non-Discrimination In-Service poster, *Equal Under the Law*. CONTRACTOR may obtain EEO notices from:

U.S. Equal Employment Opportunity Commission  
255 East Temple Street, 4th Floor  
Los Angeles, California 90012

Telephone: (213) 894-1000

CONTRACTOR is encouraged to voluntarily post in its facility the COUNTY's "Safely Surrendered Baby Law" poster in a prominent position. COUNTY's Department of Children and Family Services will supply CONTRACTOR with the poster to be used.

#### **4.6 Telephone Programming**

##### **4.6.1 Land Lines**

- 4.6.1.1 CONTRACTOR work with the telecommunications providers to provide programming information to allow 2-1-1 access to all land line telephones, with the exception of facilities that knowingly block access to 2-1-1 and other 3-digit dialing codes, within Los Angeles County as of the effective date of this Contract.
- 4.6.1.2 CONTRACTOR shall perform testing of all 2-1-1 equipment, troubleshoot, and work with telephone service providers to resolve any issue related to connectivity.
- 4.6.1.3 CONTRACTOR shall immediately inform CCA of any issue related to connectivity which will impact the ability of callers to utilize the 2-1-1 dialing code.

##### **4.6.2 Wireless Lines**

- 4.6.2.1 CONTRACTOR shall work with COUNTY to resolve any access issues associated with wireless telephone carriers, Internet-based phone services, or other methods of potential access to 2-1-1.
- 4.6.2.2 CONTRACTOR will work with wireless telephone service providers to get program access to 2-1-1 and will continue to maintain the toll-free number (800) 339-6993 for wireless telephone users who cannot access 2-1-1 services.
- 4.6.2.3 CONTRACTOR will inform the public through its flyers and other public announcements if 2-1-1 cannot be accessed directly that callers should call 2-1-1's toll-free number or visit 2-1-1 LA County's website.

#### **4.7 Support Services**

- 4.7.1 CONTRACTOR shall be responsible for providing leadership in a series of support service areas to bring about system-wide improvements in the quality and usefulness of I&R Service. The support services shall conform to the *California Department of Social Services Divisions 10 and 30 of Policies and Procedures* requirements and shall, in addition, include:

##### **4.7.1.1 Marketing Analysis**

CONTRACTOR shall assist COUNTY in preparing and implementing 2-1-1 marketing plans and assist in analyzing the impact of all 2-1-1 I&R

marketing. COUNTY shall approve all marketing campaigns associated with 2-1-1 or specialized I&R programs covered under this Contract.

4.7.1.2 Training

CONTRACTOR shall develop and regularly update training and technical assistance resources and make these available to participants in the I&R Federation.

4.7.1.3 Community Planning

CONTRACTOR shall provide coordination among the specialized and geographically limited I&R programs throughout the COUNTY by holding network meetings and providing training sessions on I&R techniques.

4.7.1.4 Recruitment

CONTRACTOR shall make reasonable efforts to establish written agreements with additional specialized I&R agencies.

4.7.1.5 Monitoring

CONTRACTOR shall monitor the COUNTY's I&R system and initiate or advocate changes to fill perceived gaps in services and to eliminate duplication.

**4.8 2-1-1 Information and Referral Services**

CONTRACTOR shall provide twenty-four (24) hour, seven (7) day a week, Information and Referral Services to residents of Los Angeles County through a 2-1-1 dialing code, toll-free dedicated phone number, local call exchange, and through the availability of a Telecommunications Device for the Deaf/Teletypewriter (TDD/TTY) line.

**4.9 Elder Abuse Hotline**

CONTRACTOR shall provide a twenty-four (24) hour, (7) seven day a week, toll-free Elder Abuse Hotline with two (2) lines available to the public through the existing 1 (877) 477-3646 number. TDD/TTY access shall be provided for callers with hearing impairments. CONTRACTOR shall accept collect calls on another business line from callers who are outside the local toll-free dialing area, and shall have a line available for APS staff to call in for referrals, messages or information.

**4.10 Mental Health Hotline**

CONTRACTOR shall provide a link to a twenty-four (24) hour, (7) seven day a week, toll-free Mental Health ACCESS Center Hotline.

**4.11 Child Abuse Hotline**

CONTRACTOR shall provide a link to a twenty-four (24) hour, (7) seven day a week, toll-free hotline number.

**4.12 Public Health Specialized Services and Campaigns**

CONTRACTOR shall provide twenty-four (24) hour, (7) seven day a week Public Health Campaign information to residents of Los Angeles County through a 2-1-1 dialing code.

**4.13 DHS Specialized Services**

CONTRACTOR shall provide twenty-four (24) hour, (7) seven day a week Health Services information to residents of Los Angeles County through a 2-1-1 dialing code.

**4.14 2-1-1 Unincorporated Community Services**

4.14.1 CONTRACTOR shall provide 7:00 am to 7:00 pm, Monday through Friday, Unincorporated Community Services to unincorporated area residents of Los Angeles County through a 2-1-1 dialing code.

4.14.2 CONTRACTOR shall continue to receive calls on code enforcement issues and shall continue to designate trained Community Resource Advisors to handle these calls. In addition, callers to 2-1-1 shall be given the option to obtain code enforcement information through an automated menu system.

**4.15 CAO Department Emergency Plan Hotline**

CONTRACTOR shall retain a toll free number so that employees of the CAO shall have the ability to call that telephone number to access a specialized interactive voice recognition (IVR) Menu System provided by CONTRACTOR, following a local or regional disaster, to obtain information on CAO work schedules, work assignments, and work locations.

**4.16 Countywide Emergency Hotline**

CONTRACTOR shall provide a twenty-four (24) hour, (7) seven day a week, toll-free Emergency Hotline that has recorded, menu driven information available to the public through the existing 1(800) 980-4990 number. When the Emergency Operations Center (EOC) has activated an emergency in Los Angeles County, public access shall be provided through the 2-1-1 dialing code. TDD/TTY access shall be provided for callers with hearing impairments. CONTRACTOR shall accept collect calls on another business line from callers who are outside the local toll-free dialing area, and shall have a line available for CAO, Office of Emergency Management (OEM) staff to call in for referrals, messages or information.

**4.17 WorkSource California Employer and Job Seeker Line**

CONTRACTOR shall provide jobseekers and potential employers calling to the existing WorkSource California toll-free line, (888) 226-6300, with information and referrals to WorkSource Centers within the Los Angeles County area from 8:00 am to 8:00 pm. A recorded message will be available after hours. TDD/TTY access shall be provided for callers with hearing impairments. CSS will retain ownership and responsibility for the maintenance and cost of the toll-free line.

## **5.0 SPECIFIC TASKS RELATED TO COUNTY SERVICES**

### **5.1 Information and Referral (I&R) Services**

CONTRACTOR shall maintain a comprehensive I&R program which shall be accessible to all areas of the County of Los Angeles through the 2-1-1 dialing code, local telephone number, or through a toll-free telephone number.

The CONTRACTOR shall provide information and referral services to all walk-in clients. The function of I&R services shall be to provide the entry point for people who do not know where to turn for help.

To perform its function effectively, CONTRACTOR shall:

#### **5.1.1 Use an Interactive Voice Recognition (IVR) Menu System**

5.1.1.1 CONTRACTOR shall use an IVR Menu System including menu options to obtain information and referrals. A language assessment feature shall be used to determine the language needs of each caller. There must be an override feature enabling callers to directly access a Community Resource Advisor (CRA).

5.1.1.2 CONTRACTOR shall develop and maintain a menu system to allow callers the option to obtain certain I&R services through an automated menu system rather than speaking directly with a CRA.

5.1.1.3 CONTRACTOR shall take appropriate measures to ensure the hearing impaired community using TDD/TTY equipment has access to the 2-1-1 system.

#### **5.1.2 Provide Timely Response to Calls**

CONTRACTOR shall provide immediate response to callers and/or walk-in clients. CONTRACTOR shall staff I&R services at a level which enables immediate response. Information and referrals shall be provided as courteously and completely as possible. 80 percent (80%) of calls shall be answered within one (1) minute of the completion of the initial IVR Menu System options.

#### **5.1.3 Handle Crisis Calls**

CONTRACTOR shall have the capability to handle crisis calls. When crisis calls are received, they shall be given special handling through the use of the IVR Menu System or other means. CONTRACTOR staff shall provide follow-up, as needed, within five (5) business days, on crisis calls to verify that the crisis has been satisfactorily addressed by the resource to which the caller was referred. (Refer to Section 7.3 below).

#### **5.1.4 Provide 24-Hour Availability**

2-1-1 and general I&R service shall be available to the public twenty-four (24) hours per day, seven (7) days per week, 365 days per year.

5.1.5 Make Accurate and Appropriate Referrals

CONTRACTOR shall provide quality I&R services and documentation of the accuracy and appropriateness of referrals and caller satisfaction with services. If incorrect information is provided or inaccurate referral is made and the caller has provided CONTRACTOR with correct information, CONTRACTOR shall correct the information and/or referral and notify the caller within 24 hours of discovery.

5.1.6 Serve Callers in Their Own Language

5.1.6.1 In order to provide service to all persons in the COUNTY needing service, CONTRACTOR shall respond to the needs of the community by placing a high priority on recruiting and retaining bilingual staff.

5.1.6.2 CONTRACTOR shall ensure that at least 50 percent (50%) of its direct service staff are bilingual and shall have the ability to respond to Spanish-speaking callers on a twenty-four hour, seven days a week basis.

5.1.6.3 CONTRACTOR shall use the IVR Menu System's language assessment feature to route calls to CRAs with appropriate language skill sets or as a means of initiating a link or conference call to a language interpretation service.

5.1.6.4 CONTRACTOR shall maintain a TDD/TTY machine in order to ensure the hearing impaired have access to I&R services.

5.2 Elder Abuse Hotline

CONTRACTOR shall provide and maintain a toll-free hotline through the existing (877) 477-3646 number in accordance with the Department of Community and Senior Services (DCSS) and DPSS policies and procedures (refer to Technical Exhibit 12.4 for Elder Abuse Hotline Protocols).

CONTRACTOR is required to provide services twenty-four (24) hours a day, 7 days a week. The IVR Menu System cannot be used in conjunction with this service. CONTRACTOR is required to accept collect calls, on another established line, from callers who are outside the service area.

CONTRACTOR staff shall:

5.2.1 Provide immediate priority response to callers and walk-in clients.

5.2.2 Refer suspected cases of elder abuse and dependent adult abuse to DCSS/Adult Protective Services (APS) according to established protocols. (Technical Exhibit 12.4, Elder Abuse Hotline Protocols).

5.2.2.1 Business Hours

Business hours are Monday – Friday from 8:00 am to 5:00 pm. Refer APS related calls and any calls requiring APS follow-up to the APS Centralized Intake Unit.

5.2.2.2 APS Referrals After-Hours

Refer calls requiring APS follow-up to the After-Hours APS Social Worker. COUNTY DCSS will provide CONTRACTOR with a weekly duty schedule of After-Hours Social Services staff.

5.2.3 Refer all calls to APS from persons mandated to report suspected cases of elder abuse and dependent adult abuse pursuant to *Welfare & Institutions Code (WIC) Section 15630*.

5.2.4 Provide COUNTY APS with a copy of the completed telephone transactions form for each call received on the Hotline via fax or digitally secured format as requested by APS.

**5.3 Mental Health Referral Services**

5.3.1 Mental Health General I&R Services

General Information and Referral services calls should be referred to ACCESS hotline for appropriate triage if necessary or link to a caseworker. CONTRACTOR shall handle call transfers from the DMH ACCESS Center for general I&R services not available or provided through DMH.

5.3.2 ACCESS Center

5.3.2.1 When referring and connecting calls to the ACCESS Center, CONTRACTOR will utilize a dedicated number for tracking purposes. This number shall not be provided to the general public by the CONTRACTOR. When linking to the ACCESS Center, CONTRACTOR will complete an APS report if information is provided by caller.

5.3.2.2 ACCESS will maintain a link to 2-1-1, for tracking purposes only. This number shall not be provided to the general public by CONTRACTOR.

5.3.3 DMH Crisis Intervention and Referral Hotline

Requests for psychiatric evaluation or psychiatric emergency should be linked to the ACCESS Center telephone number for triage and dispatch of Field Response Operations Teams. ACCESS center determines which team will respond. CONTRACTOR will maintain the (800) 854-7771 toll-free, menu-driven number as a crisis intervention and mental health referral.

5.3.4 DMH Resources and Training

DMH will provide CONTRACTOR with updated resources on Emergency Outreach Bureau/Field Response Operations (EOB/FRO) policies and procedures once a year.

Training on the process for how DMH dispatches and tracks calls based on EOB/FRO policies and procedures will be provided once a year.

#### **5.4 Children and Family Referral Services**

##### **5.4.1 Non-DCFS Referral Calls**

DCFS shall transfer all calls that do not involve child abuse and neglect to 2-1-1 through the use of an IVR system.

##### **5.4.2 General Children and Family I&R Services**

5.4.2.1 CONTRACTOR will maintain a toll-free, menu-driven, public information number that will provide the public with a choice of selecting children and family I & R resource services. The menu option shall be provided in English and in Spanish.

5.4.2.2 CONTRACTOR shall handle call transfers from the DCFS Child Abuse Hotline for general I & R services not available or provided through the DCFS Child Abuse Hotline.

5.4.2.3 CONTRACTOR shall follow the appropriate protocols and reporting requirements for call transfers. Protocols shall include the identification and transfer of calls from the CONTRACTOR to DCFS and from DCFS to the CONTRACTOR (Refer to Technical Exhibit 12.5 for DCFS General I&R Services Protocols).

##### **5.4.3 DCFS Child Abuse Hotline**

CONTRACTOR shall provide a link to the toll-free Child Abuse hotline through the existing 1(800) 540-4000 number in accordance with DCFS policies and procedures (Refer to Technical Exhibit 12.5 for Child Protection Hotline Protocols).

CONTRACTOR staff shall:

5.4.3.1 Provide immediate response to callers.

5.4.3.2 Refer suspected cases of child abuse and neglect to DCFS according to established protocols. (Refer to Technical Exhibit 12.5, Child Protection Hotline Protocols, for established procedures).

5.4.3.3 Referrals During and After Business Hours

Refer DCFS related callers and any follow-up calls requiring DCFS follow-up to DCFS Child Protection Hotline, 1(800) 540-4000, twenty-four (24) hours, seven (7) days a week, including holidays. If information presented by a caller does involve issues of child abuse, neglect, or exploitation the CONTRACTOR staff will establish a three-way call between the CONTRACTOR, the caller, and Child Protection Hotline by calling 1(800) 540-4000. CONTRACTOR is to remain on the line in order

to verify the linkage has been made. CONTRACTOR may assist in explaining the situation to the DCFS Intake Evaluator.

5.4.3.4 Refer all calls to DCFS from persons mandated to report suspected child abuse pursuant to Penal Code 11165.7.

5.4.3.5 Provide COUNTY DCFS with a copy of the completed Management reports for the calls transferred from the DCFS Hotline, on a monthly basis.

## **5.5 Public Health Specialized Services**

CONTRACTOR and the Department of Public Health (DPH) shall meet as needed to plan for the utilization of 2-1-1 to disseminate information to the public regarding public health issues and other special programs. CONTRACTOR and DPH shall develop appropriate materials to assist CRAs in handling the call. DPH will meet with CONTRACTOR or CONTRACTOR'S representatives in advance to provide information on the type and timeline of public health campaigns and provide information and/or training to CONTRACTOR's staff so that they can respond to callers appropriately.

## **5.6 Health Services Information and Referral Services**

CONTRACTOR and the Department of Health Services (DHS) shall meet as needed to plan for the utilization of 2-1-1 to disseminate information to the public regarding health services issues and other special programs. If appropriate, CONTRACTOR and DHS shall develop appropriate materials to assist CRAs in handling the calls. DHS will meet with CONTRACTOR or CONTRACTOR'S representatives in advance to provide information on the type and timeline of campaigns and provide information and/or training to CONTRACTOR's staff so that they can respond to callers appropriately.

## **5.7 2-1-1 Unincorporated Community Services**

CONTRACTOR shall dedicate specialized CRAs to provide resource/referral services for residents of the unincorporated communities of Los Angeles County to report potential code violations, receive information on the enforcement of various COUNTY-enforced codes and regulations, and receive referrals to the appropriate COUNTY department or other government agency that provides municipal services to the unincorporated areas. In all cases, CONTRACTOR shall maintain database records for use in following-up on the outcome of calls made to 2-1-1 regarding unincorporated area municipal services and code enforcement. 2-1-1 shall focus on potential violations of COUNTY Code. All calls from the constituents of the unincorporated area related to municipal services and code enforcement shall be handled through 2-1-1 as assisted referrals.

5.7.1 CONTRACTOR shall provide multilingual services and will operate between the hours of 7:00 a.m. to 7:00 p.m., Monday through Friday. 80 percent (80%) of all calls shall be answered in one (1) minute or less.

5.7.1.1 COUNTY shall notify CONTRACTOR of any required modifications to this schedule. CONTRACTOR shall provide extended service, as needed, within twenty-four (24) hours of COUNTY'S request.

- 5.7.2 CONTRACTOR shall provide an IVR Menu System between the hours of 7:00 p.m. and 7:00 a.m., Monday through Friday and all day Saturday and Sunday. The IVR Menu System shall provide callers with:
- 5.7.2.1 Means to immediately report emergency situations;
  - 5.7.2.2 Ability to leave their personal data, including name, phone number, residence zip code (and address if provided), and non-emergent problem description; and
  - 5.7.2.3 Information on reporting potential code enforcement violations, locations of facilities in their area, telephone numbers to report potential code enforcement violations (during and after business hours), and other appropriate information.
- 5.7.3 CONTRACTOR shall have access to necessary referral information maintained by COUNTY departments and agencies that respond to code enforcement violations and issues throughout the COUNTY. Detailed information about the programs and services offered, contact persons, and telephone numbers shall be included. CONTRACTOR shall compile non-COUNTY agency information which shall include, but not be limited to, municipal service departments providing code enforcement within an incorporated city boundary.
- 5.7.4 CONTRACTOR shall process each call in one of the following manners:
- 5.7.4.1. Provide assisted referral for the caller to the appropriate COUNTY department or other appropriate agency;
  - 5.7.4.2. Collect potential code violation and inquiry information and provide assisted transfer of the call to the appropriate department; or
  - 5.7.4.3 Collect potential code violation or inquiry information and refer the information to the appropriate department if the caller does not request an assisted referral. The caller shall be informed which department will receive the referral and the caller shall be provided the appropriate phone number and assigned control number.
- 5.7.5 CONTRACTOR shall follow-up with a minimum of 10 percent (10%) of the calls received in order to assess the quality of services provided by referral departments. Control numbers shall be assigned to calls for tracking purposes. CONTRACTOR shall provide COUNTY with a monthly report of survey (follow-up) calls indicating the number of callers contacted, the number of callers satisfied with the quality of services provided by CONTRACTOR, and number of callers satisfied with the quality of services provided by COUNTY.
- 5.7.6 CONTRACTOR shall meet with COUNTY as needed to monitor and oversee calls handled on code enforcement and other municipal services.
- 5.7.7 Should the projected volume of calls fail to meet COUNTY expectations, the COUNTY may require, with 60-Day notification, that the CONTRACTOR enhance marketing outreach efforts to meet call volume requirements.

## **5.8 CAO Department Emergency Plan Hotline**

CONTRACTOR shall have the ability to provide a specialized IVR Menu System for employees of the CAO following a local or regional disaster in which CAO work schedules, work assignments, and work locations are subject to change through a toll free number. Consistent with the CAO DEP, CAO employees shall have the ability to call the phone number following a local or regional disaster, or other event as required by the CAO, and utilize the IVR Menu System to receive updated information. The COUNTY will provide CONTRACTOR with updated information and develop scripts prior to utilization of the service. COUNTY shall designate CAO staff authorized to access the system or request activation of the CAO DEP feature.

## **5.9 Countywide Emergency Hotline**

- 5.9.1 CONTRACTOR will maintain the toll-free 1(800) 980-4990, menu driven public information hotline number that will provide the public with essential information on how to prepare in advance for disasters and the agencies to contact for assistance when a disaster occurs. In the event that menu-driven options do not meet the public's need, the caller will be given the option of calling 2-1-1 to speak with a CRA.
- 5.9.2. CONTRACTOR will allocate resource personnel and other staff, as needed to maintain accurate and up-to-date information to allow access to assistance from information provided to CONTRACTOR by the CAO's Office of Emergency Management (OEM).
- 5.9.3 COUNTY will provide CONTRACTOR with preparedness information on various types of hazards for inclusion in the CRIB. In the event of an actual disaster in the County of Los Angeles, COUNTY OEM will provide CONTRACTOR with specific public assistance information materials to be placed on the hotline.
- 5.9.4 As part of the COUNTY's OEM Emergency Survival Program, CONTRACTOR shall mail County-provided disaster related information materials to Los Angeles County residents and others who request copies of such materials at no additional cost to COUNTY.
- 5.9.5 Performance under this section 5.9 is not to exceed the amount designated under subsection 5.1 of the Agreement for actual cost, invoiced on a monthly basis, consistent with the line items shown in Exhibit B. In the event of an actual disaster or unforeseen situation requiring an unusual level of financial trends, the COUNTY will then indicate to the CONTRACTOR whether or not the increased level of support can be continued based on COUNTY funded support.

## **5.10 WorkSource California Employer and Job Seeker Line**

- 5.10.1 CONTRACTOR will ensure that employers and jobseekers calling the WorkSource California toll-free number, 1(888) 226-6300, will automatically connect and be answered by 211 staff, Monday through Friday from 8:00 am to 8:00 pm. A recorded message will be available after hours.
- 5.10.2 Callers would be referred to a WorkSource Center near their location. COUNTY will provide updated information on all WorkSource Centers in the Los Angeles area and a Google based map, to assist with referrals based on callers' address.

- 5.10.3 COUNTY will notify 211 of any marketing/outreach that may result in unusually high volume of calls so adequate staffing of the line can be scheduled.

## **6.0 CONTRACTOR TRAINING REQUIREMENTS**

### **6.1 Staff Orientation/Training**

CONTRACTOR shall provide orientation and training for all paid and volunteer staff.

- 6.1.1 On the first day of employment, each CONTRACTOR employee will receive a 2-1-1 LA County Personnel and Procedures Manual and a personnel packet containing information related to employee benefits, as well as a W-4 and various data collection forms which are to be completed and returned according to instructions.
- 6.1.2 New CRAs will receive a minimum of 2 to 3 weeks of intensive orientation, which will include the following:
- 6.1.2.1 Assessment skills.
  - 6.1.2.2 Communication techniques.
  - 6.1.2.3 Crisis call-handling.
  - 6.1.2.4 Use of all resource system components.
  - 6.1.2.5 Information, including Protocols, concerning programs associated with DPSS, DCSS/APS, DMH, DCFS, DPH, DHS, CAO/OUAS and CAO/OEM, and other involved COUNTY departments and the Board offices.
  - 6.1.2.6 Proper referral and handling of calls regarding municipal services in unincorporated areas, including code enforcement calls.
  - 6.1.2.7 In-house procedures, including telephone/TDD/TTY procedures and transaction form completion.
  - 6.1.2.8 On-the-job training.
- 6.1.3 New CRAs will:
- 6.1.3.1 Observe skilled CONTRACTOR employees taking calls and have the opportunity to ask questions.
  - 6.1.3.2 Assist skilled CRAs in taking calls by locating resources as requested.
  - 6.1.3.3 Handle calls under immediate supervision of a trained CRA.

- 6.1.3.4. Complete transaction forms on calls taken for review by the CONTRACTOR supervisor coordinating the orientation.
- 6.1.4 New CRAs who will be working full-time will be assigned to a training unit following completion of their orientation training. Part-time CRAs will be assigned and commence work under close CONTRACTOR supervision.
- 6.1.5 New Resource Writers will receive a data resource system (CRIB) procedures manual and one-half to one day of training which will feature:
  - 6.1.5.1 Inclusion criteria for the resource file.
  - 6.1.5.2 Resource call preparation procedures.
  - 6.1.5.3 Resource call protocols.
  - 6.1.5.4 How to write comments sections.
  - 6.1.5.5 How to index an entry.
  - 6.1.5.6 Types of Community Resources.
  - 6.1.5.7 Information Bank (CRIB) entries.
- 6.1.6 New Resource Writers will work closely with current CONTRACTOR staff for the first two weeks of their assignment.
- 6.1.7 In addition to receiving a resource system (CRIB) procedures manual (reference 6.1.5 above) new Resource Writers will receive training in all activities related to maintaining the CRIB, including the following:
  - 6.1.7.1 Coding of information.
  - 6.1.7.2 Preparation of data for entry into the system.
  - 6.1.7.3 Tracking and management of profile forms and related correspondence.
  - 6.1.7.4 Reviewing and correcting entries prior to processing.
  - 6.1.7.5 Correspondence with agency/firm directors.
  - 6.1.7.6 Survey procedures.
  - 6.1.7.7 Applicable filing systems.
- 6.1.8 Other new CONTRACTOR employees will receive training as needed, from their immediate supervisor and/or other persons designated by the supervisor.

## 6.2 Ongoing Training

- 6.2.1 All CONTRACTOR staff shall participate in ongoing training on a biannual basis, at minimum. Such training shall include case conferencing with supervisors, educational staff meetings, workshops and conferences.
- 6.2.2 CONTRACTOR shall monitor with a minimum of ten percent (10%) of the Unincorporated Area calls received per month in order to assess the quality of CRA training levels.
- 6.2.3 CONTRACTOR shall monitor a minimum of 2 calls per CRA per week for all 2-1-1 calls, except for Unincorporated Area calls, in order to assess the quality of CRA training levels.
- 6.2.4 CONTRACTOR shall provide a training monitoring report to the CCA or their designee on a quarterly basis. The report shall include the number of monthly calls monitored; the number and type of training-related deficiencies; and the corrective training plan related to those deficiencies, including the date training was provided to correct the deficiencies.

## **7.0 CONTRACTOR CALL HANDLING AND FOLLOW-UP PROTOCOLS**

### 7.1 Provide Information to Callers

Provide explanation to callers by giving detailed information about community services and/or obtaining background information about the caller. Information given shall be accurate and pertinent to the caller's request.

### 7.2 Handle Abuse and Neglect Calls

CONTRACTOR shall follow COUNTY protocols for handling abuse and neglect calls related to elder and dependent adults, children and mental health clients. (Refer to Technical Exhibits: 12.4 for Elder Abuse Hotline Protocols, 12.6 for Mental Health Hotline Protocols and 12.9 for Child Abuse Hotline Protocols). CRA shall maintain contact with the caller and the intervening County department until the crisis has been managed to the satisfaction of all parties. These transactions typically involve some level of follow up.

### 7.3 Handle Crisis Calls

Conduct an assessment with the caller and directly connect the caller to the appropriate crisis intervention services as determined on a case-by-case basis. CRA shall maintain contact with the caller and the intervening County department until the crisis has been managed to the satisfaction of all parties. These transactions can involve lengthy assessments and typically involve some level of follow-up.

### 7.4 Handle Assisted Referrals

Provide assisted referral services to callers by making a referral to one or more service organizations. Due to the nature of the caller's problem/situation, the CRA is required to mediate between the caller and one or more service organizations. Mediation can involve talking with the service organization to arrange for services, advocating on behalf of the caller with DPSS, CSS/APS, DMH, DCFS, DPH, DHS, CAO/OUAS or CAO/OEM and/or other County departments by reporting or participating in conference calls with the caller and service provider. These transactions may require follow-up (described in Section 7.9 hereunder). CRAs shall directly inquire and provide assisted referrals for all calls unless the caller indicates otherwise.

7.5 Handle Unassisted Referrals

Provide a referral to one or more services organizations. The caller is given the referral(s) and contacts the service/program on his/her own. No follow-up is provided.

7.6 Handle Simple Information Request/Explanation

Provide a response/explanation to a simple information request, including calls responded to by staff as well as automated access to taped and computerized information. This type of call typically includes looking up an address or phone number, or explaining the service eligibility of a particular program. No follow-up is provided.

7.7 Handle Call Transfers

CONTRACTOR, CCA and appropriate COUNTY departments shall meet as needed to develop a comprehensive integrated call transfer system to address the needs of COUNTY and CONTRACTOR in providing their respective services. COUNTY shall determine the feasibility of utilizing appropriate technology to provide for an efficient and accountable call transfer system including the integration of voice and data in the transfer process. Development of this system shall be coordinated with similar efforts for other participating COUNTY departments.

7.8 Provide Callers with Linkage to a County or Community Agency

CONTRACTOR staff shall actively participate in linking callers, when necessary, to needed service(s) by directly contacting an agency on behalf of the caller. In the case of calls related to unincorporated area services, CONTRACTOR staff shall link all calls to needed service(s) by directly contacting the agency on behalf of the caller. The methods for linking callers may include:

7.8.1 Setting up a conference call.

7.8.2 Notifying an organization of forthcoming contact by a caller.

7.8.3 Scheduling an appointment for a caller for the purpose of establishing the caller's eligibility in obtaining a needed service.

7.8.4 Assisting the caller in obtaining a needed service when the caller cannot effectively represent himself/herself.

7.9 Provide Follow-up

CONTRACTOR shall:

- 7.9.1 Provide follow-up (on referrals with callers whose situation indicate follow-up is needed to ensure their service need was met) by attempting to contact the caller and/or community agency within five (5) business days of making the referral.
- 7.9.2 Provide caller-related follow-up by contacting the caller and/or the community agency to which a referral was made in order to ascertain whether the caller has been linked with the service and whether appropriate service has been provided.
- 7.9.3 If the caller has not linked with the service, CONTRACTOR staff shall reassess the caller's service need(s) in order to determine whether other appropriate action should be undertaken to effect linkage.
- 7.9.4 Provide service-related follow-up on a randomly selected sample, with the sample size determined by section 12.1.3.3, of information calls each month to check the accuracy of the information given, identify service gaps and update the CRIB. Follow-up for Unincorporated Areas will be completed as delineated under section 5.7.5.

7.10 Complete Documentation of Each Transaction

CONTRACTOR shall complete documentation for each 2-1-1 transaction as follows:

- 7.10.1 Every 2-1-1 transaction shall be documented in a manner that will allow CONTRACTOR to produce automated reports on 2-1-1 transactions, as requested by COUNTY. At a minimum, and to the extent possible, information collected on each transaction shall include the data items listed in Technical Exhibit 12.3, 2-1-1 Documentation Data Fields.
- 7.10.2 CONTRACTOR shall maintain information in an electronic format that will allow the COUNTY to request, in addition to regular statistical reports, ad hoc reports and available data as needed. Regular statistical reports, including a report on monthly call volume, and any other report as mutually agreed upon by CONTRACTOR and COUNTY.
- 7.10.3 Either electronically or manually, CRA shall prepare a data form for each transaction according to CRA standards and procedures established by CONTRACTOR.
- 7.10.4 Either electronically or manually, CRA shall prepare a data form for each follow-up according to CRA standards and procedures established by CONTRACTOR.

## 8.0 CONTRACTOR REPORTING PROTOCOLS

### 8.1 Reports Provided to COUNTY on the Monthly Call Metrics

- 8.1.1 CONTRACTOR shall provide COUNTY with monthly reports on the volume of 2-1-1 and general I&R calls received on other telephone lines, no later than 30 days after the last day of the subject month. CONTRACTOR shall include in the report the volume call trend for all prior months including monthly percent changes to the call volume.
- 8.1.2 In addition to detailed reports of the overall service, CONTRACTOR shall identify within the monthly report the volume of calls referred, unassisted and assisted, to the following departments and or the programs sponsored by these departments or facilities operated by these departments: DPSS, DCSS, DMH, DCFS, DPH, DHS and CAO.
- 8.1.3 CONTRACTOR shall maintain uniform reporting formats and maintain records for 2-1-1 and general I&R services (including, but not limited to homeless service referrals and resources), Elder Abuse Hotline, DMH, DCFS, DPH and DHS service calls, unincorporated area services including code enforcement, CAO DEP, and Countywide Emergency Hotline. A written record of complaints shall be maintained, not only for the purpose of documentation, evaluation and accountability, but also for needs assessment, training, and other planning purposes.

### 8.2 DMH Reporting Requirements

- 8.2.1 CONTRACTOR shall complete and submit to DMH ACCESS Center, on the first week of the month, a detailed report for the proceeding month which includes:
  - 8.2.1.1 Number of calls received and calls referred to the ACCESS Center.
  - 8.2.1.2 Number of calls referred directly to the (800) 854-7771 Mental Health Hotline.
- 8.2.2 CONTRACTOR shall complete and submit monthly reports specific to foster care calls which identify the following information:
  - 8.2.2.1 Address/location of child (e.g. group home/foster care, relative care/parent's home).
  - 8.2.2.2 Requested services (e.g. mobile crisis response, mental health referral or consultation).
  - 8.2.2.3 Demographic information on male/female clients.
  - 8.2.2.4 City of residence.
  - 8.2.2.5 Age group of caller: 0 to 5; 6 to 15; 16 to 25 years.

8.2.2.6 Number of monthly calls referred to the ACCESS Center through the (800) 854-7771 or the ACCESS Center 2-1-1 linking line.

8.2.3 DMH will provide training to CONTRACTOR for section 8.2.2

8.3 DCFS Reporting Requirements

2-1-1 shall provide DCFS a monthly Management report on the utilization patterns with its monthly invoice. This report shall include, but may not be limited to:

8.3.1 Information on the number of callers.

8.3.2 Referrals provided.

8.3.3 Referrals made to the Hotline.

8.4 CAO Reporting Requirements

8.4.1 CONTRACTOR shall maintain information in a format that will allow the COUNTY to request, in addition to regular statistical reports, ad hoc reports as needed. The following information about each call answered under the contract shall be documented:

8.4.1.1 Telephone number of caller (if provided).

8.4.1.2 Zip code of caller (if provided).

8.4.1.3 Address, zip code, and nature of service request or potential code violation or problem.

8.4.1.4 Department(s) receiving referral.

8.4.1.5 Type of referral provided (transfer to department, information provided to caller, report taken, etc.).

8.4.1.6 Language required by caller.

8.4.1.7 Date, time, and duration of call.

8.4.1.8 Call urgency (routine, emergency, etc.).

8.4.1.9 Availability to caller (first time call versus call-back due to previous call answered through the IVR Menu System).

8.4.1.10 Applicability of call (code enforcement call versus other municipal service calls).

8.4.1.11 Referrals made to non-COUNTY agencies.

8.4.2 CONTRACTOR shall collect and compile the following:

- 8.4.2.1 Call volume by day of the week in hourly time increments.
- 8.4.2.2 Call answering time by day of the week in hourly time increments.
- 8.4.2.3 Call duration.
- 8.4.2.4. Call abandon rate.
- 8.4.2.5 Call volume during after-hours.
- 8.4.2.6 System unavailability (downtime).

8.4.3 Summary reports shall be compiled and distributed to the COUNTY on a monthly, quarterly and annual basis.

8.5 DCSS WorkSource California Reporting Requirements

8.5.1 CONTRACTOR will generate monthly reports

**9.0 CALL VOLUME REQUIREMENTS**

9.1 CONTRACTOR shall have the capability of handling 31,250 I & R calls per month for health and human services as follows:

- 9.1.1 DPSS: 25,500 calls per month
- 9.1.2 Elder Abuse and Dependent Adult Abuse: 2,000 calls per month
- 9.1.3 DMH: 1,250 calls per month
- 9.1.4 DCFS: 1,250 calls per month
- 9.1.5 DPH: 1,250 calls per month
- 9.1.6 DHS: 0 calls per month

9.2 CONTRACTOR shall have the capability of handling 2,500 I & R calls per month for unincorporated area services, including code enforcement.

9.3 Deduction for Insufficient Call Volume

CONTRACTOR shall handle a minimum of 250,000 calls per year (July 1 though June 30 unless otherwise specified). CONTRACTOR shall provide COUNTY written justification within five (5) business days for any projected call volume of less than 250,000 calls per year calculated utilizing monthly report data after 270 days have elapsed from the effective date of this Contract. CONTRACTOR shall include with written justification the method used to calculate the projected call volume. COUNTY shall review the call volume projection and shall have the option to update the call volume projection based on more recent call data. COUNTY shall review justification and if it is determined that the projected call volume of below 250,000 calls per year is unjustified, COUNTY shall deduct \$13.20 per call below the threshold of 250,000 calls per year. A final accounting shall be made at the end of the term of this Contract and any adjustment required to reconcile with the final accounting shall be made from the final monthly payment from COUNTY to CONTRACTOR required under this Contract.

This Sub-section shall not, in any manner, restrict or limit the COUNTY's right to damages for any breach of this CONTRACT provided by law or as specified in the Performance Requirements Summary (PRS), and shall not, in any manner, restrict or limit the COUNTY's right to terminate this CONTRACT as agreed to herein.

9.4 CONTRACTOR to Work with COUNTY on Feasibility Studies for Adding Call Capacity

Within 180 days of the effective date of the Contract, CONTRACTOR, CCA, and appropriate COUNTY departments shall determine the feasibility of transferring additional call volume from existing COUNTY programs to CONTRACTOR. The feasibility study shall include recommendations for the remaining term of the Contract and for any subsequent new Contract between COUNTY and CONTRACTOR or extension of this Contract.

9.5 CONTRACTOR shall have the capacity to handle up to 200 monthly calls for the WorkSource California Employer and Job Seeker line. Calls in excess of 200 calls in any given month will be billed at the per call rate of identified in Subsection 5.1 of the Agreement in addition to the minimum monthly fee.

**10.0 COMMUNITY RESOURCE INFORMATION BANK (CRIB)**

10.1 CONTRACTOR shall maintain an effective resource information database. This system consists of listings of private and public agencies and programs in the County of Los Angeles and whose services are directed toward the solution of problems relative to health and human services and unincorporated area services, including, but not limited to public safety and code enforcement. COUNTY shall retain ownership of the intellectual property (data) contained in the CRIB.

10.1.1 CRIB Database Maintenance

10.1.1.1 CONTRACTOR shall be responsible for maintaining the CRIB in accordance with criteria described hereunder.

10.1.1.2 Each agency/program listing will include:

- a. Name of agency and type of service provided.
- b. Application procedures.
- c. Criteria for service eligibility.
- d. Information concerning service availability, including hours, physical location, and notation if there are waiting lists.
- e. Fees or other costs to the client.
- f. Facilitating services which are available, such as translation or transportation.

- g. Geographic area served.
- h. Source(s) of financial support for the agency/program.

10.1.2 Program Indexing

CONTRACTOR shall index each program using CONTRACTOR Taxonomy. CONTRACTOR shall provide COUNTY with access to Taxonomy. COUNTY shall utilize Taxonomy in conjunction with COUNTY provision of CRIB information to COUNTY departments.

10.1.3 Annual Updates

CONTRACTOR shall perform, at a minimum, an annual update by July 1st of each year for each listed agency as follows:

10.1.3.1 At the beginning of the fiscal year a copy of every agency record in the database shall be sent to the respective agencies for verification and update. At least three (3) efforts shall be made, if necessary, to ensure that these records are received by the respective agencies and that CONTRACTOR has verified any changes to these records. These efforts shall include at a minimum:

- a. A mailing or electronic mailing to the agency.
- b. A follow-up mailing or electronic mailing if the agency does not respond to the first request.
- c. A follow-up telephone call if the agency does not respond to the mailing or electronic mailing and/or second request.

10.1.3.2 The date of the mailing(s) and the dates and results of telephone calls will be documented. If CONTRACTOR is unable to verify the database record with an agency, it may, at its discretion, delete the entry from the database and notify the affected COUNTY department(s), except where the affected COUNTY department is DPSS, no notification is required.

10.1.3.3 For those agencies that respond an updated entry will be completed and CONTRACTOR will notify the affected department(s), except where the affected COUNTY department is DPSS, no notification is required.

10.1.3.4 CONTRACTOR will review and edit entries to ensure that necessary changes have been made accurately.

10.1.3.5 Failure to conduct annual reviews of every agency listed in the resource database will result in a penalty of \$25 for each agency that is not updated.

10.1.4 Adding New Agencies

CONTRACTOR shall add new agencies to the database file by:

- 10.1.4.1 Mailing an *Agency Profile* form and an explanatory letter to newly identified agencies and performing follow-up, where appropriate, to ensure return of the completed forms. COUNTY department may submit to CONTRACTOR an *Agency Profile* form and documentation on behalf of an agency to fast-track addition request.
- 10.1.4.2 Checking the return *Agency Profile* form for completeness of information, reviewing any additional materials the agency may have sent, and making a determination as to the agency's eligibility for listing, in accordance with Inclusion Criteria as provided in Section 10.3 hereunder.
- 10.1.4.3 Completing a new CRIB entry.
- 10.1.4.4 Reviewing and editing new entries to ensure that all information has been entered accurately.
- 10.1.4.5 Sending a copy of the new entry to the agency and the affected department(s) with an explanatory cover letter.

10.1.5 Intermittent Changes

CONTRACTOR may be notified of agency changes needed by entities such as, but not limited to, COUNTY departments, referred members of the public, and the agency itself. CONTRACTOR shall make intermittent changes in CRIB agency/program entries by:

- 10.1.5.1 Contacting the agency to verify the identified changes.
- 10.1.5.2 Completing an updated entry.
- 10.1.5.3 Reviewing and editing changed entries, as needed, to ensure accuracy.
- 10.1.5.4 Should CONTRACTOR fail to update an intermittent change, a penalty of \$25 per omitted intermittent change shall be imposed.

10.1.6 Tracking System

CONTRACTOR shall maintain a tracking system sufficient to ensure appropriate follow-through on surveys, new entries, and changes and provide to COUNTY within five (5) business days.

10.1.7 On-Line Access

CONTRACTOR shall provide the CRA's On-Line Access to the CRIB via computer terminals and maintain an adequate hard copy back-up system.

10.1.8 Network Access

COUNTY and CONTRACTOR will determine an automated mechanism to transfer weekly updates to CRIB from CONTRACTOR to COUNTY in digital form via the

internet within one month of the contract start. CONTRACTOR shall provide the COUNTY with a digital copy of the CRIB at a minimum once per contract year or as requested within 3 business days.

#### 10.1.9 Hard Copy Products, Tape, and Electronic Versions of CRIB

In addition to On-Line Access described in SOW Sub-section 10.1.7, hard copy products, tape, and electronic versions of the CRIB shall be provided to COUNTY upon request. COUNTY shall be responsible for providing CRIB access to COUNTY departments. A hard copy version and an electronic version of the CRIB shall be provided at the termination of the Contract.

### 10.2 Coordinated Network of Information and Referral Programs

CONTRACTOR shall develop and maintain effective linkages between CONTRACTOR and the functionally specialized I&R programs in the community. CONTRACTOR's role shall be to work with the specialized I&R programs that can provide more intensive I&R assistance in specialized problem areas. CONTRACTOR shall also work to ensure that functionally specialized I&R programs make appropriate use of CONTRACTOR's comprehensive services.

### 10.3 Information and Referral Resource File Inclusion Criteria and Referral Procedure

It is the function of CONTRACTOR to provide information about referrals to a broad range of health and human service and unincorporated area service agencies throughout the County of Los Angeles. It is the intent that CONTRACTOR employees will provide as much information as possible to individuals calling in order that the caller can make an informed decision as to the best resource(s) available to him or her. While CONTRACTOR employees will seek to give the most accurate and appropriate information and/or referrals possible, CONTRACTOR is not responsible for the quality of service delivered by any agency to which caller is referred. CONTRACTOR employees should always be sure that they do not put themselves in the position of recommending a particular agency.

It shall be CONTRACTOR's practice to maintain the CRIB with a comprehensive listing of resources of agencies and programs whose services are directed toward the solution of problems.

#### 10.3.1 Licensing

Where licensing standards for a given field of service exist, only those agencies which meet these standards may be included in the file. These areas include: child care, residential treatment, board and care homes, group homes, hospitals and nursing homes/convalescent hospitals. First preference for referral will be given to functioning central "clearinghouse" organizations where they exist.

10.3.1.1 It will be the responsibility of DCSS, DMH, DCFS, DPH and DHS to inform the CONTRACTOR if a licensed facility is on a federal, State or County "Do Not Refer" list. Updated lists will be provided to the CONTRACTOR on a quarterly basis.

10.3.1.2 Where licensing standards are not known to exist, CONTRACTOR will use one or more of the following guidelines to establish the validity of the agency's service:

- a. Evidence of an established service site.
- b. Demonstrated provision of service for a period of at least six (6) months.
- c. Evidence of community involvement in or oversight of program (e.g., Board of Directors, advisory committee, etc.).

10.3.2 Agency Validation

CONTRACTOR will use one or more of the following means in the validation process:

10.3.2.1 Site visit and face-to-face interview.

10.3.2.2 References from clients or affiliated professionals.

10.3.2.3 Consultation with other agencies in the same field of service or geographic proximity.

10.3.2.4 Verification with local law enforcement and/or consumer complaint agencies.

10.3.2.5 Consultation with the appropriate COUNTY department(s) for which services are being provided under this contract.

10.3.3 Special Circumstances

When special circumstances exist which are not effectively covered by the preceding guidelines, a responsible review panel shall be appointed by CONTRACTOR, which shall include the respective COUNTY department representatives and may include CONTRACTOR's Board of Directors. The review panel will make a determination about the appropriateness of inclusion of the agency in the CRIB on an individual basis.

10.3.4 Agencies Excluded From the CRIB

For a variety of reasons, including the general availability of publicly funded or low cost, not-for-profit programs in certain service categories and the difficulty in identifying a uniform standard of service quality for certain categories of service, CONTRACTOR shall not include in its file:

10.3.4.1 Employment agencies that are fee-based.

10.3.4.2 Mental Health and Counseling agencies which are not established as public or private non-profit organizations.

10.3.4.3 For-profit outpatient substance abuse counseling programs.

10.3.4.4 Individual practitioners of any type, including individual private providers or donors.

Contractor shall provide an annual Inclusion/Exclusion Criteria List for approval by the COUNTY. Requests for exceptions to these evaluation criteria may be submitted to the COUNTY for COUNTY review. The COUNTY shall have sole discretion in determining whether to exclude any agency.

10.3.5 Agencies Included in the CRIB

For the following types/categories of service providers it will be CONTRACTOR's practice to list and refer to specialized referral services and professional associations which maintain current listings of individual practitioners:

10.3.5.1 Counseling/Psychiatric providers.

10.3.5.2 Medical providers.

10.3.5.3 Dental providers.

10.3.5.4 Legal providers.

Groups of individual practitioners who have incorporated under another name will be treated in the same manner as other individual practitioners (reference SOW Sub-section 10.3.4 above).

10.3.6 Non-Profit and Profit Agencies

CONTRACTOR may list both for-profit and non-profit agencies in all service categories except for those excluded as noted herein, following the validation process described in SOW Sub-section 10.3.2 above. CONTRACTOR employees may refer to for-profit agencies if non-profit agencies are not available in a particular geographic or service area, or if the caller specifically indicates that cost is not a factor. In all cases, callers will be informed when agencies to which they are referred are profit-making.

10.3.7 Non Discrimination in Services

No agency which denies service on the basis of color, race, religion, ancestry or nationality, which proselytizes as a condition of service, or whose service is illegal, will be included in CONTRACTOR's resource file.

**10.4 CRIB Access and Response to Requests for Information**

10.4.1 CONTRACTOR shall provide COUNTY with license to utilize Taxonomy utilized by CONTRACTOR to assist COUNTY in developing an application to provide access of CRIB data to COUNTY departments for purposes of generating ad-hoc reports, developing directories, and other materials. There should be no license or fee to access the CRIB data which is the intellectual property of the COUNTY. This

arrangement shall minimize the need for COUNTY departments to request CONTRACTOR to provide specialized materials. COUNTY departments will be responsible for contacting the CCA prior to making any special request of CONTRACTOR.

However, in no case shall the CONTRACTOR be expected or required to provide specialized services to COUNTY departments if:

- 10.4.1.1 The CONTRACTOR incurs any significant additional costs in providing such services; and/or
  - 10.4.1.2 Financial resources and staff time required to fulfill the obligations of this Contract must be diverted in order to provide the service.
- 10.4.2 COUNTY and CONTRACTOR shall determine if additional costs of such service are significant, and whether or not financial resources and staff time must be diverted in order to provide such enhanced access.

## **11.0 ADDITIONAL RESPONSIBILITIES ASSOCIATED WITH ONGOING 2-1-1 OPERATIONS**

### **11.1 Conciliation/Grievance/State Hearings**

CONTRACTOR shall participate in conciliation, grievance, State and other public hearings upon request of COUNTY, including attendance by CONTRACTOR's staff and providing records and documents as necessary. Whenever possible, COUNTY shall provide CONTRACTOR with at least three (3) business days notice prior to such meetings.

### **11.2 Pilot Programs**

Upon mutual agreement, COUNTY and CONTRACTOR, at no additional cost to COUNTY, may develop alternative means of providing I&R services.

## **TECHNICAL EXHIBIT 12.1**

### **PERFORMANCE REQUIREMENTS SUMMARY (PRS)**

#### **12.1.1 Introduction**

The PRS displays the major services that will be monitored on a quarterly basis during the term of the Contract. It indicates the required services, the standards for performance, maximum deviation from standard before service will be determined unsatisfactory, COUNTY's preferred method of monitoring, and the unsatisfactory performance indicator which may be assessed if the service is not satisfactorily provided. All complaints/problems will be forwarded to the CCAs on a flow basis.

All listings of "required service" or "Standard" used in the PRS are intended to be completely consistent with the main body of this Contract and SOW, and are not meant, in any case, to create, extend, revise or expand any obligation of CONTRACTOR beyond that defined in the

main body of the Contract and SOW. If any required service or Standard seems to be created in the PRS which is not clearly and forthrightly set forth in the main body or Statement of Work, that apparent required service or Standard will be null and void and place no requirement on CONTRACTOR and will not be the basis of the assignment of points.

The COUNTY expects a high standard of CONTRACTOR performance for the required service. CCA or its designee will work with the CONTRACTOR to help resolve areas of difficulty brought to the attention of the CCA by CONTRACTOR before the allowable deviation from the acceptable Standard occurs. However, it is the CONTRACTOR's responsibility to provide the services set forth in this Contract and summarized in the PRS. This section does not modify or replace CONTRACTOR's obligation to provide expert professional services to the COUNTY.

### **12.1.2 Performance Requirements Summary (PRS) Chart**

The Performance Requirements Summary Chart is at the end of this exhibit and:

- 12.1.2.1 Lists the contract requirements considered most critical to acceptable contract performance (Column 1 of chart);
- 12.1.2.2 Denotes the indicators used to determine that the Standards have been met (Column 2 of chart);
- 12.1.2.3 Defines the Standard of performance for each required service (Column 3 of chart);
- 12.1.2.4 Shows the maximum allowable degree of deviation from perfect performance or Acceptable Quality Level (AQL) for each required service that is allowed before the COUNTY assesses penalty amounts and/or points (Column 4 of chart); and
- 12.1.2.5 Shows the amount of unsatisfactory performance indicator amounts and/or points that may be assessed for exceeding the AQL (Column 5 of chart). These indicators may serve as the baseline for assessing liquidated damages.

### **12.1.3 Quality Assurance**

Each month CONTRACTOR performance will be compared to the contract standards and acceptable quality levels (AQL's) using the Quality Assurance Monitoring Plan (QAMP). COUNTY may use a variety of inspection methods to evaluate the CONTRACTOR's performance, including:

- 12.1.3.1 Review of Reports, Statistical Record and Files.
- 12.1.3.2 User Complaints.
- 12.1.3.3 Random Sampling (which is a standardized method for monitoring product (output) quality wherein all products within a lot (batch) stand a statistically equal chance of being selected for inspection). For random sample tables/methods to be used by COUNTY, refer to book entitled Handbooks Sampling for Auditing and Accounting (2nd Edition) by Herbert Arkin.
- 12.1.3.4 Site visits.

#### **12.1.4 Contract Discrepancy Report (CDR)**

Performance of a listed service is considered acceptable when the number of discrepancies found during contract monitoring procedures does not exceed the number of discrepancies allowed by the AQL. When the performance is unacceptable, the CONTRACTOR may be required to respond to a Contract Discrepancy Report (CDR), Technical Exhibit 12.2, as follows:

- 12.1.4.1 Verbal notification of a contract discrepancy will be made to the Contract Manager or alternate as soon as possible whenever a contract discrepancy is identified. When possible, the problem shall be immediately resolved by the Contract Manager. The CCA will determine whether a CDR will be issued.
- 12.1.4.2 If a CDR is issued, it will be mailed or hand carried, at CCA's discretion, to the Contract Manager or alternate.
- 12.1.4.3 Upon receipt of a CDR, the CONTRACTOR is required to respond in writing to the CCA within five (5) business days acknowledging the reported discrepancies, presenting contrary evidence or providing explanation for the questioned action. A program for immediate corrective action of all failures of performance identified in the CDR shall be presented to COUNTY within ten (10) business days.
- 12.1.4.4 The CCA will evaluate the CONTRACTOR's explanation on the CDR and if the CCA determines that the unsatisfactory performance was caused by circumstances beyond the CONTRACTOR's control and without fault or negligence by CONTRACTOR, the CCA may decline to count such point(s) as unsatisfactory performance for the month.

#### **12.1.5 Criteria for Acceptable or Unacceptable Performance**

Determination of the number of defects that renders a service unsatisfactory:

- 12.1.5.1 The sample is selected at random so that it will be representative of the entire population. The sample is compared to the standard and conclusions are made about CONTRACTOR performance for the whole group. The random sampling plan includes the following information:

*Acceptable Quality Level (AQL)* - The maximum percent or units of defects that can be accepted and still meet the contract Standard for satisfactory performance;

*Lot Size* - The total number of unit or services to be provided;

*Sample Size* - The number of units to be checked in a given time period; and

*Acceptance/Rejection Numbers* - the numbers which indicate whether the lot is acceptable or unacceptable.

- 12.1.5.2 The AQL for each sampling is taken from the PRS. The lot size is determined by estimating how often CONTRACTOR will provide a service during the sample period.

To ensure each service has an equal chance of being selected, a random number table or any other randomizer tool is used to determine the sample.

12.1.5.3 The Unsatisfactory Performance Indicator (UPI) points assessed from the sample size shall be applied to the lot size. For example, a sample size of 100 selected from a lot size of 1,000, with an AQL of 10 percent (10%), allows for 10 acceptable discrepancies. If 12 discrepancies are found, the entire lot is considered unsatisfactory. For example, if 5 points per incident are to be assessed, the following formula is used:

- $12 \div 100$  (sample size) = 12%
- $12\% - 10\% = 2\%$  over the AQL
- $12\% \times 1,000$  (lot size) = 120 (# of unacceptable discrepancies)
- $120 \times 5$  (UPI Points) = 600

12.1.5.4 When services are determined to be unsatisfactorily performed in the time stipulated, COUNTY may still desire the service be properly performed prior to the next scheduled performance review.

#### **12.1.6 Remedy of Defects**

Notwithstanding a finding of unsatisfactory service and assessment of UPI, CONTRACTOR must, within a time period specified by COUNTY, remedy any and all defects in the provision of CONTRACTOR's services and, as deemed necessary by the CCA, perform such services again at an acceptable level.

#### **12.1.7 Unsatisfactory Performance Remedies**

When CONTRACTOR performance does not conform to the requirements of the contract, COUNTY shall have the right to apply the following nonperformance remedies:

12.1.7.1 Require CONTRACTOR to implement a formal corrective action plan, subject to approval by COUNTY. In the plan, CONTRACTOR must include reasons for the unacceptable performance, specific steps to return performance to an acceptable level, and monitoring methods to prevent recurrence.

12.1.7.2 Assess penalty amounts and/or points for each UPI points per month that exceeds the allowable AQL.

12.1.7.3 Suspend or cancel the Contract for systematic, deliberate misrepresentations or in the event the total UPI points exceed one thousand (1,000) points in any one calendar month.

This does not preclude COUNTY's right to terminate the Contract upon thirty (30) days written notice with or without cause, as provided for in Contract Section 8.45, Termination for Convenience of COUNTY, herein above.

12.1.7.4 Failure of CONTRACTOR to comply with or satisfy the request(s) for improvement of performance or to perform the neglected work specified within five (5) business days shall constitute authorization for COUNTY to have the service(s) performed by others. The entire cost of such work performed by others as a consequence of

CONTRACTOR's failure to perform said service(s), as determined by COUNTY, shall be credited to COUNTY on CONTRACTOR's future invoice.

**PERFORMANCE REQUIREMENTS SUMMARY CHART**

REQUIRED SECTIONS	PERFORMANCE INDICATOR	STANDARD(S)	ALLOWABLE DEVIATION FROM ACCEPTABLE QUALITY LEVEL (AQL)	MONTHLY UNSATISFACTORY PERFORMANCE INDICATOR POINTS FOR EXCEEDING THE AQL	DATA SOURCE/REPORT FORMAT (OPERATIONALIZED)
Quality Control (QC) <u>Sections: 1.4, 1.5</u>	Contractor maintains QC Plan, monitors and reviews records.	QC Plan provided to CCA at contract start up, revisions provided as requested by CCA. File of QC and monitoring review records maintained and provided as requested by CCA.	None	50 points per day late, 5 points per item deficient.	Quality Control Plan submitted at start up. Contractor to document all complaints and forward to DPSS on a flow basis.
Call Recording <u>Section 1.4.2</u>	CONTRACTOR shall record all 2-1-1 calls.	CONTRACTOR shall record all calls and place a message notifying callers that calls may be monitored and recorded. CONTRACTOR shall maintain an archive of recorded calls for up to one year.	None None	500 points per non-operational system 500 points per non-operational system	Administrative Function Provide statement in compliance with SW Statement 1.4.2.
Required Notices <u>Section: 4.5</u>	Required Notices Posted at Contractor's Facilities	<i>Equal Employment Opportunity</i> and the State-approved Non Discrimination in Services poster, <i>Equal Under the Law</i> , posted in Contractor's facilities, where they are easily accessible to Contractor's employees.	None	15 points per un-posted notice	Administrative Function Provide statement in compliance with SW Statement 4.5.
Information & Referral Services <u>Sections: 5.1, 5.1.6</u>	The 2-1-1 I&R program provides immediate response and accurate information pertinent to the request, special attention to crisis calls with as-needed follow-up to all calls, is accessible to all persons (including the deaf and non-English-speakers) in all areas of the County (land line phones) through 2-1-1 and is operational 24 hours per day, 365 days per year.	At least fifty per cent (50%) of its direct service staff are bilingual and shall have the ability to respond to Spanish-speaking callers twenty-four hours, seven days a week. CONTRACTOR shall use the IVR Menu System's language assessment feature to route calls to appropriate CRA language skill sets or as a means of initiating a link or conference call to a language interpretation service. CONTRACTOR shall maintain a Telecommunications Device for the Deaf (TDD) machine in order to ensure the hearing impaired have access to I&R. Accessibility is measured by statistics indicating 2-1-1 I&R Services are effectively delivered to County residents.	None None	10 points for each percentage point fewer than 50 percent. 500 points per non-operational system, 30 points per validated complaint.	Administrative Function (Exhibit B, Bilingual CRA 84% I&R) Administrative Function Provide statement in compliance with SW Section 5.1.6, p.16.
			None	\$13.60 per each I&R phone call below 250,000 annual 2-1-1 or general I&R phone calls.	Service Levels (monthly)

REQUIRED SECTIONS	PERFORMANCE INDICATOR	STANDARD(S)	ALLOWABLE DEVIATION FROM ACCEPTABLE QUALITY LEVEL (AQL)	MONTHLY UNSATISFACTORY PERFORMANCE INDICATOR POINTS FOR EXCEEDING THE AQL	DATA SOURCE/REPORT FORMAT (OPERATIONALIZED)
<u>Section: 5.1.2</u>		Eighty percent of calls shall be answered within one minute (excluding the period within 72 hours of a 2-1-1 DHS PSA)	None	50 points for each percentage point fewer than 80 percent.	Operational Strategic Planning, Performance Goals Report (monthly)
<u>Section: 5.1.3</u>		Crisis calls received are to be given special handling. Contractor staff shall provide follow-up, as needed, within five (5) business days to verify the crisis was satisfactorily addressed by the referred resource.	None	100 points per validated complaint.	Crisis call log with accompanying documentation
<u>Elder Abuse Reporting Section: 5.2</u>	24-Hour Toll Free Hotline with 2 Lines for the Public and 1 Line for Adult Protective Services (APS) Staff Maintained	24-hour Hotline maintained with immediate priority response given to callers. Suspected cases of elder abuse and dependent adult abuse are referred to Adult Protective Services according to established protocols. Calls from persons mandated to report suspected cases of elder abuse and dependent adult abuse are referred to APS pursuant to W&I Code Section 15630.	None	100 points per validated complaint	County of Los Angeles 2-1-1 and Specialized Services Sample Invoice (Exhibit J) Modify monthly call column to include referrals (monthly).
<u>Cultural Awareness and Child Abuse Reporting Responsibilities Section: 5.4, 12.9</u>	Cultural Awareness and Sensitivity Training Provided, Child Abuse Reporting Responsibilities Video Tape Shown	Copy of completed telephone Transaction Sheet for each call received on Hotline photocopied and mailed to County within 5 working days.	5%	50 points per late/no Transaction Sheet	A 1% random sample of transaction sheets (monthly).
<u>Code Enforcement and CAO DEP Hotline Section: 5.7</u>	A 24-hour toll-free COUNTY Code enforcement information and referral line for unincorporated area residents. Operational from 7:00 a.m. to 7:00 p.m. with an after-hours IVR Menu System.	Cultural awareness and sensitivity training provided to all Contractor staff; child abuse reporting responsibility video tape provided by County shown to all Contractor staff.  Provides as needed multilingual response. Provides accurate information pertinent to the request for services. An IVR Menu System will be operational as needed.	None	15 points per Contractor staff not provided training/shown video tape upon site visit.	Number/percent of employees completed training.
		Eighty percent of calls to be answered within one minute.	None	500 points per non-operational system, 30 points for each validated complaint.	Administrative Function Provide statement in compliance with SW Statement 5.7.1, 5.7.2, p. 32.
			None	50 points for each percentage point fewer than 80 percent.	Operational Strategic Planning, Performance

REQUIRED SECTIONS	PERFORMANCE INDICATOR	STANDARD(S)	ALLOWABLE DEVIATION FROM ACCEPTABLE QUALITY LEVEL (AQL)	MONTHLY UNSATISFACTORY PERFORMANCE INDICATOR POINTS FOR EXCEEDING THE AQL	DATA SOURCE/REPORT FORMAT (OPERATIONALIZED)
<p><u>Section: 5.8</u></p>	<p>Follow-up with a minimum of 10% of calls in order to assess the quality of services provided by referral departments. Contractor will provide a monthly report of survey calls indicating the number of caller contacted, the number of caller satisfied with the quality of services provided by both the Contractor and the County.</p>	<p>None</p>	<p>100 points for failure to monitor, and/or provide required statistical reports.</p>	<p>Goals Report (monthly)</p>	<p>Service Level (monthly) and Calls Handled (monthly)</p>
<p><u>Section: 5.9</u></p>	<p>Toll-Free number to provide COUNTY CAO with a call-in center for CAO staff following a local or regional disaster or building closure.</p> <p>Countywide Emergency Hotline will be maintained and be menu driven public information hotline that will provide the public with essential information on how to prepare in advance for disasters and the agencies to contact for assistance when a disaster occurs.</p>	<p>CAO DEP feature shall be made available within three (3) hours of notification and confirmation.</p> <p>Hotline will be maintained and information updated</p>	<p>None</p>	<p>500 points for each inoperable system. 100 points per hour late.</p> <p>500 points per non-operational system, 30 points for each validated complaint.</p>	<p>Administrative Function Provide statement in compliance with SW Statement 5.8.</p> <p>Administrative Function Provide statement in compliance with SW Statement 5.9</p>
<p>Staff Orientation/ Ongoing Training</p> <p><u>Section: 6.0</u></p>	<p>New CRAs Tentative Training Schedule Provided to CCA</p>	<p>All new CRAs are given 2-3 weeks of intensive orientation in all aspects of services, including, but not limited to Assessment Skills; Communication techniques; crisis call-handling; use of all resource system components; information protocols on programs associated with DPSS, DCSS/APS, DCSS/WorkSource California, DMH, DCFS, DPH, DHS, CAO/OUAS, can CAO/OEM, and other involved County Departments and Board Offices; proper referral and call handling procedures; and in-house procedures. CRAs will then be assigned to a training unit per section 6.1.4. New Resource Writers will receive a CRIB procedure manual and ½-1 day of training on the CRIB, work closely with</p>	<p>None</p>	<p>300 points per each untrained CRA upon site visit.</p>	<p>Number/percent of all new CRAs who have completed training. Please provide information by type of training and when training occurred.</p>

REQUIRED SECTIONS	PERFORMANCE INDICATOR	STANDARD(S)	ALLOWABLE DEVIATION FROM ACCEPTABLE QUALITY LEVEL (AQL)	MONTHLY UNSATISFACTORY PERFORMANCE INDICATOR POINTS FOR EXCEEDING THE AQL	DATA SOURCE/REPORT FORMAT (OPERATIONALIZED)
<u>Section: 6.2.2</u>	Ongoing training follow up	experienced staff for first 2 weeks of their assignments, and receive training in all activities related to maintaining the CRIB.	None		Call Logs
<u>Section: 6.2.3</u>	Ongoing training follow up monitoring report.	Contractor shall provide a training monitoring report to the CCA or designee on a quarterly basis	None		Quarterly training monitoring report
<u>Provide Follow-up</u> <u>Section: 7.9</u>	Provide service-related follow-up calls each month.	Provide service-related follow-up on a randomly selected sample, with a sample size as determined by section 12.1.3.3, of information calls each month to check the accuracy of the information given, identify service gaps and update the CRIB.	None	100 points for failure to monitor, and/or provide required statistical reports.	Service Level (monthly) and Calls Handled (monthly)
<u>Data Form Preparation</u> <u>Section: 7.10</u>	Data Form (Transaction Sheet) Prepared for Each Transaction	Prepare a Transaction Sheet for each information and referral transaction according to standards and procedures set by CONTRACTOR.	None	50 points per omitted Transaction Sheet.	A random sample of 20 transaction sheets (monthly)
<u>Statistical Reporting</u> <u>Section: 8.1</u>	Statistical Reporting and Accounting Responsibilities Maintained	Uniform reporting formats and records maintained for 2-1-1 and general I&R services (including, but not limited to homeless service referrals and resources), Elder Abuse Hotline, DMH, DCFS, DPS and DHS service calls, unincorporated area services including code enforcement, CAO DEP, and Countywide Emergency Hotline. A written record of complaints shall be maintained, not only for purpose of documentation, evaluation, and accountability, but also for needs assessment, training, and other planning purposes.	None	30 points error/omission	Administrative Function; Provide statement in compliance with SW Statement 8.1.
<u>Reports Provided to COUNTY on the Monthly Call Metrics</u> <u>Section: 8.1</u>	CONTRACTOR provides the County with a monthly report on the volume of 2-1-1 and general I&R calls received on other telephone lines.	CONTRACTOR provides the County with a monthly report on the volume of 2-1-1 and general I&R calls received on other telephone lines no later than 30 days after the last day of the subject month. CONTRACTOR includes in the report the volume call trend for all prior months including monthly percent changes to the call volume.	None	50 points per late report.	County of Los Angeles 2-1-1 and Specialized Services Sample Invoice (Exhibit J) (monthly)

REQUIRED SECTIONS	PERFORMANCE INDICATOR	STANDARD(S)	ALLOWABLE DEVIATION FROM ACCEPTABLE QUALITY LEVEL (AQL)	MONTHLY UNSATISFACTORY PERFORMANCE INDICATOR POINTS FOR EXCEEDING THE AQL	DATA SOURCE/REPORT FORMAT (OPERATIONALIZED)
Community Resource Information Bank (CRIB) <u>Section: 10.0</u>	Effective Resource Information System Maintained	<p>In addition, CONTRACTOR identifies within the monthly report the volume of calls referred, unassisted and assisted, to the following departments and or the programs sponsored by these departments or facilities operated by these departments:</p> <ul style="list-style-type: none"> <li>a. Department of Public Social Services</li> <li>b. Department of Health Services</li> <li>c. Department of Mental Health</li> <li>d. Department of Children and Family Services</li> <li>e. Department of Community and Senior Services</li> <li>f. Chief Administrative Office</li> </ul> <p>CONTRACTOR maintains a resource information system whose database entries are correctly indexed, and updated annually and as identified changes occur. Database consists of listings of private and public agencies and programs which provide charitable and social services in the County and whose services are directed toward the solution of human services problems.</p>	2%	50 points per omitted Department	
Tracking System <u>Section: 10.1.6</u>	Operational Tracking System Maintained	<p>A Tracking System maintained which is sufficient to ensure appropriate follow-through on surveys, new entries and changes.</p>	None	300 points per non-operational system; \$25 per each agency not updated annually upon inspection.; \$25 per intermittent change not updated in the CRIB upon inspection.	Record of updated resource information (Exhibit J, monthly sample invoice)  Provide document explaining process for updating and maintaining CRIB (CRIB Tracking System in SW, Section 5.3.6, p. 27).
Hard Copy Products and Tape Versions of CRIB File <u>Section: 10.1.9</u>	Hard Copy Products and Tape Versions Available Upon Request	<p>Hard copy products, tape, and electronic versions of the CRIB file shall be provided to COUNTY upon request. COUNTY shall be responsible for providing CRIB access to COUNTY departments. A hard copy version and an electronic version of the CRIB file shall be provided at the termination of the Agreement.</p>	None	20 points incidence of non-tracking system upon inspection	Record of updated changes (Exhibit J, monthly sample invoice)  Provide electronic version of CRIB.  SW 5.3.8, p. 27

REQUIRED SECTIONS	PERFORMANCE INDICATOR	STANDARD(S)	ALLOWABLE DEVIATION FROM ACCEPTABLE QUALITY LEVEL (AQL)	MONTHLY UNSATISFACTORY PERFORMANCE INDICATOR POINTS FOR EXCEEDING THE AQL	DATA SOURCE/REPORT FORMAT (OPERATIONALIZED)
Non-Profit and Profit Agencies Section: 10.3	For-Profit and Non-Profit Agencies Listed	Both for-profit and non-profit agencies in all service categories except for those excluded in Section 10.3 may be listed; CRAs may refer to for-profit agencies if no non-profit agencies are available in a particular geographic or service area, or if caller specifically indicates that cost is not a factor; callers will always be informed when agencies to which they are referred are profit-making.	5%	20 points per validated complaint	Number/percent of for-profit and non-profit agencies referred by service category. (monthly)
CRIB Access and Response to Requests for Information Section: 10.0, 10.1.2, 10.1.8, 10.4		CONTRACTOR to provide COUNTY with access to CRIB.  COUNTY shall utilize Taxonomy for use with providing CRIB access to COUNTY departments.	None	250 points for failure to provide COUNTY access to CRIB.  250 points for failure to provide the COUNTY access to Taxonomy upon request	Provide electronic version of CRIB.  Provide Taxonomy to CIO for access by COUNTY depts.
Conciliation/Grievance/ State Hearings Section: 11.1	Participation in Hearings	Participate in conciliation, grievance, State and other public hearings upon request of County, including attendance by Contractor's staff and providing records and documents as necessary.	None	20 points per failure to participate	N/A

**TECHNICAL EXHIBIT 12.2**  
**CONTRACT DISCREPANCY REPORT**

TECHNICAL EXHIBIT 12.2  
CONTRACT DISCREPANCY REPORT

**TO:**

**FROM:**

**DATES:**

Prepared:  
Returned by Contractor:  
Action Completed:

**DISCREPANCY PROBLEMS:**

Signature of CCA \_\_\_\_\_ Date \_\_\_\_\_  
**CONTRACTOR RESPONSE (Cause and Corrective Action):**

Signature of CCA \_\_\_\_\_ Date \_\_\_\_\_  
**COUNTY EVALUATION OF CONTRACTOR RESPONSE:**

Signature of CCA \_\_\_\_\_ Date \_\_\_\_\_  
**COUNTY ACTIONS:**

**CONTRACTOR NOTIFIED OF ACTION:**

CCA's Signature and Date

Contract Representative's Signature and Date  
R92908

## **TECHNICAL EXHIBIT 12.3**

### **2-1-1 I&R DOCUMENTATION DATA FIELDS**

## **TECHNICAL EXHIBIT 12.3 211 I&R DOCUMENTATION DATA FIELDS**

### **Data Elements to be Collected**

Preferred Language

I&R by program: DPSS, DCSS, DMH, DCFS, DPH, DHS and Unincorporated Area  
Services by program, including code enforcement

Additional Elements may be Gathered for these Calls

City of Origin

Zip Code

First time 2-1-1 Caller or Repeat Caller

Source of Referral to 2-1-1

Calls from Service Providers

Subject(s)/Topic(s) of Request

Date of Request

Type of Referral Provided

Agency/Organization Referred

Name and Phone Number (for survey or follow-up)

Medi-Cal or indigent

Male or female

Child, Adult or Older Adult Age Categories

Specialty Language or Request for Interpreter

**TECHNICAL EXHIBIT 12.4**  
**ELDER ABUSE HOTLINE PROTOCOLS**

## ELDER ABUSE HOTLINE PROTOCOLS

Los Angeles County Department of Public Social Services (DPSS) contracts with 211 LA County to provide a 24-hour toll-free hotline to facilitate the reporting of elder (65 and older) and dependent adults (18-64) in abusive and endangering situations. Although the hotline has been advertised as the Elder Abuse Hotline, it is currently transitioning to 4-R-Seniors Hotline. However, all reports of dependent adult (18 years or older) abuse or self-neglect will be referred to Los Angeles County Community and Senior Services (CSS) Adult Protective Services (APS) for investigation and intervention. Dependent adults include persons who are physically or mentally impaired, in extremely poor health, who may become endangered by their own inability to act or by another's actions or refusal to act.

Calls to the Elder Abuse Hotline (800) 992-1660 or 4-R Seniors Hotline (877) 477-3646 (collect calls are acceptable from out of state) are designated on the telephone display as "Elder Abuse" or "4-R Seniors". These calls are routed through split three and take priority over 211 LA County calls. Elder abuse situations on 211 LA County lines will be handled by the advisor who receives the call (they should not be referred or transferred to the Elder Abuse Hotline).

Once it is determined that the inquirer meets the eligibility for APS services, it is important to assess if the call is emergent or non-emergent using the following guidelines. If it is difficult to determine, consult with a supervisor.

### LIFE-THREATENING/EMERGENT SITUATIONS REQUIRING LINKAGE TO APS OR AN OMBUDSMAN PROGRAM

Callers in imminent danger should be referred to, or connected to 911 in order to receive Fire, Paramedic, Police or Sheriff Services. It is normally 211 LA County's protocol to ascertain whether a caller is capable of dialing 911, and if so, ask him/her to do so. This course of action will result in a more rapid response from emergency services. However, advisors must remain cognizant that Hotline callers may be older and possibly confused. Therefore, extra assessment may be required to determine if the caller can indeed call 911. If possible, the advisor should get the inquirer's name and phone number. This will allow for immediate follow-up to ensure that the inquirer did connect with emergency services and for reporting the situation to APS or Ombudsman.

As always, our first priority is the inquirer's safety LIFE-THREATENING/ EMERGENT situations include, but are not limited to those in which the inquirer is reported to be:

- Unconscious, immobilized, or in severe pain and in need of immediate medical attention or hospitalization
- Tied, chained, locked up or otherwise physically restrained or confined
- Severely malnourished or dehydrated
- Exposed to a life-threatening health or safety hazard and/or
- Physically or sexually assaulted

## ELDER ABUSE HOTLINE PROTOCOLS

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#### NON-EMERGENT SITUATIONS REQUIRING LINKAGE TO APS

Inquirers in need of APS services are referred to the APS Centralized Intake Unit (CIU). Situations in which APS intervention is required include, but are not limited to, those in which the inquirer is reported to be:

- Threatened with imminent eviction due to inability to manage finances.
- Threatened with imminent and serious financial loss due to exploitation by another or inability to handle finances.
- Deprived of adequate food or clothing.
- Unable to obtain or utilize needed medical or psychiatric care.
- Living in conditions, which present a serious chronic or health or safety hazard.
- Subjected to threats, harassment, or other forms of psychological abuse.
- Neglected by others or neglecting self.

#### HANDLING ELDER ABUSE HOTLINE CALLS MONDAY THROUGH FRIDAY 8 A.M. TO 5 P.M.

Once you have made an assessment and have determined that the call is an appropriate APS call and either emergent or non-emergent you will need to determine how to handle the call.

#### EMERGENT calls should be handled as follows:

- ALL EMERGENT calls must be called into APS CIU supervisor or back up.
- If you do not reach anyone at APS CIU note that on the transaction and fax (APS fax number is programmed on the 211 LA County fax machine) the report immediately.
- If you are unable to determine if the call is emergent, please consult with a supervisor.

#### NON-EMERGENT calls should be handled as follows:

- All non-emergent calls should be faxed immediately before answering another call.
- Mandated reporters calling Monday through Friday, 8:00 a.m. to 5:00 p.m., may fax all reports to APS CIU at (213) 738-6485. However, if a mandated reporter insists on making a verbal report, advisors must accept the report and process accordingly. Mandated reporters are then instructed to mail the original report to  
  
Community and Senior Services Adult Protective Services, 3333 Wilshire Blvd.,  
Suite 400, Los Angeles, CA 90010.

**Elder Abuse Hotline Protocols**  
**PAGE 3**

**HANDLING ELDER ABUSE HOTLINE CALLS AFTER HOURS, WEEKENDS AND HOLIDAYS**

Calls received Monday through Friday, 5:00 p.m. to 8:00 a.m., weekends and holidays are handled differently. All reportable calls of abuse regardless of the type of abuse must be verbally reported to an APS after hour duty worker. The schedule of APS after hour duty workers can be found in the APS handbook. Mandated reporters calling after hours do not fax their reports to APS CIU. We are required to accept their reports verbally. After verbally reporting, mandated reporters are instructed to mail their written report to APS CIU.

Once you have determined the call is reportable and have completed the report you need to do the following:

- Refer to the APS after hour duty worker schedule. The schedule will determine whom to contact for your report.
- When reporting give worker the pertinent information and your transaction number. The worker will contact the caller if necessary.
- In call notes, document the worker's name and time contact was made.

**CONSULTATION WITH APS IN NON-LIFE THREATENING/NON-EMERGENT SITUATION - NIGHTS WEEKENDS AND HOLIDAYS**

APS after hour duty workers are available weekdays from 5:00 p.m. to 8:00 a.m., on weekends, and holidays. They provide telephone intervention in the following situations:

- When advocacy is required. If a 211 LA County advisor feels strongly that emergency services such as police, paramedics, etc. are required, but the appropriate authorities have not responded, the advisor may request the APS duty worker to intervene. The APS duty worker will determine if emergency service intervention is necessary and assist with advocacy.
- When consultation is needed. An advisor may feel there's nothing further to be done for a caller, but may want to validate his/her perceptions by discussing the situation with the APS duty worker. Or, the advisor may be having a very difficult time communicating with a caller who is confused or otherwise incoherent and feeling that a second opinion regarding what is happening would be helpful.
- When an inquirer needs immediate help mobilizing his/her own resources. For example, an inquirer may have relatives or friends who need to be contacted on his/her behalf. The APS duty worker will make these calls.
- To assist potential perpetrators: When a potential perpetrator who has abused or is feeling s/he is about to abuse an elderly or dependent adult and needs to diffuse their feelings but is not ready to make a report. The APS duty worker is

## Elder Abuse Hotline Protocols

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available to talk to the caller. It is appropriate to discuss the situation with the APS duty worker and, with their permission, transfer the call.

- When a mandated reporter wishes to consult with APS.
- When a caller is insistent. If a caller insists that we accept a report that does not meet the elder abuse hotline protocol you should always link the caller with the APS duty worker. It is not necessary to challenge a caller who does not understand why the report is inappropriate. The APS duty worker will determine the outcome of the call.

The APS duty workers need to be contacted based on the after-hours schedule. If there is no answer, call the pager number. If there is no response within fifteen minutes document lack of response on report and call the back-up duty worker. There may be occasional calls when it is not safe or feasible for the inquirer to wait for a call back. In these situations, the advisor should keep the caller on the line; if neither of the duty workers are available again document the lack of response on the report and contact the supervisor.

If the supervisor is not available, advisors should contact the after hours coordinator. It is anticipated that these instances will be extremely rare. The phone numbers listed for the duty workers, supervisors, and administrative staff, are home telephone numbers that are confidential for 211 LA County advisors use only. If an APS duty worker requests the phone number for any other APS staff, the advisor must get permission from the APS staff person before releasing the phone number. (NEVER GIVE INQUIRERS THE NUMBERS LISTED ON THE AFTER-HOURS SCHEDULE)

### LINKAGES TO OMBUDSMAN PROGRAMS

Callers who want to report abuse of a dependent or elderly person who resides in a licensed long-term care facility should be referred to the LONG-TERM CARE OMBUDSMAN PROGRAM. This is the agency that is mandated by the State to respond to complaints of suspected abuse that occur in any type of licensed long-term care facility.

Whenever possible, it is best to link the caller directly with the Long-Term Care Ombudsman agency. If this is not possible, advisors must do a thorough assessment so that they will be able to describe the situation to Ombudsman representative. Be sure to get the name, address, city, and the phone number of the facility being reported. Information of the person who is allegedly being abused, and the name of the perpetrator must be documented in the APS call notes.

Ombudsman agencies are listed in PRISM under Long-Term Care Ombudsman. While there are a number of local offices that provide various services, all calls should be referred only to (800) 334-9473.

**Elder Abuse Hotline Protocols**  
**Page 5**

The administration office takes the report and ensures that action is initiated. Only calls that relate to situations outside Los Angeles County should be made to the Crisis Line, which is located in Sacramento.

Los Angeles County Ombudsman: (800) 334-9473 (all areas)

Crisis Line: (800) 231-4024 (areas outside of LA County)

SPANISH/OTHER LANGUAGES CALLS

Advisors who receive a call in a language in which s/he is not proficient, need to request assistance from a co-worker who can handle the call. If no one is present with that language capability, consult with a supervisor. As a last resort, use the Language Line. Calls should NEVER be transferred to the Spanish split.

HANDLING FOLLOW-UP CALLS ON PREVIOUS APS REPORTS

For follow-up information on previous reports callers may contact APS CIU supervisor or back up. In cases where the inquirer's situation has changed or there is a new reporting party, a new report must be generated and processed as a completely new report. If available, please indicate on the new report the date of the original report and transaction number for reference.

REQUEST FOR SPEAKERS OR LITERATURE

Callers requesting elder abuse literature or an APS packet of reporting forms should be referred to the California Department of Justice at (916) 371-1974. To obtain any single forms contact Los Angeles County Area Agency on Aging at (800) 510-2020. Callers requesting speakers or trainers on elder abuse issues contact the APS training coordinator at (213) 639-6370.

REQUEST FOR I & R

If a call is received on the Elder Abuse Hotline, which is inappropriate, the caller should be given information regarding the 211 LA County number. It is anticipated that some calls, which come in on the Elder Abuse Hotline, will concern elders or dependent adults, but will not actually involve abuse or neglect. Such calls would not be referred to APS. The advisor should then make the appropriate referrals to various resources in the community even though they are not APS related.

**TECHNICAL EXHIBIT 12.5  
CHILD PROTECTION HOTLINE PROTOCOLS**

## **CHILD PROTECTION HOTLINE & COUNTY 211: INFORMATION & REFERRAL CALLS**

All Los Angeles County reports of alleged child abuse, neglect, and/or exploitation are generated by calling the DCFS Child Protection Hotline at 1(800) 540-4000. In addition to these reports, the Child Protection Hotline receives calls from the general public seeking various types of information not related to reporting child abuse, neglect, or exploitation. These requests normally include requests for information regarding and/or referral to various community resources including child care, legal guardianship assistance, parenting classes, counseling, and/or foster care licensing. In addition, the Child Protection Hotline receives calls from mandated reporters requesting Suspect Child Abuse Report forms.

### **PROCEDURES**

The Child Protection Hotline is in operation 24 hours per day, seven days per week and is reached by dialing 1(800) 540-4000. Callers to the Child Protection Hotline are greeted by the Child Protection Hotline's Interactive Voice Recognition (IVR) system. This system provides callers with a menu of automated options, prompting callers to press "5" if they are seeking information and referral services. By pressing "5" on their telephone keypad, callers are seamlessly transferred to County 211 by the IVR system.

Upon transfer from the Child Protection Hotline IVR system to County 211, trained 211 operators are to answer and screen each call per the following protocols:

#### **A. When: Information presented by a caller does not involve issues of child abuse, neglect, or exploitation\***

<b>Who</b>	<b>Action</b>
211 Operator	Provide callers with requested information and/or referrals

#### **B. When: Information presented by a caller does involve issues of child abuse, neglect, or exploitation\***

<b>Who</b>	<b>Action</b>
211 Operator	Establish a three-way call between the 211 Operator, the caller, and the Child Protection Hotline by calling (800) 540-4000.
211 Operator	Remain on the line in order to verify that linkage has been made between the caller and a Child Protection Hotline Intake Evaluator.
211 Operator	Assist in explaining the situation to the Intake Evaluator if necessary.

**CHILD PROTECTION HOTLINE & COUNTY 211: INFORMATION & REFERRAL CALLS (continued)**

**C. When: Information presented by a caller involves issues of child abuse, neglect, or exploitation but the caller refuses to participate in filing a child abuse report\***

<b>Who</b>	<b>Action</b>
211 Operator	Contact the Child Protection Hotline by calling 1(800) 540-4000 and file a suspected child abuse report.

**D. When: Caller requests Suspected Child Abuse Report forms**

<b>Who</b>	<b>Action</b>
211 Operator	(213 ) 639- 4499 OR (213) 639-4870

*\*The Child Protection Hotline has provided mandated reporter training to County 211 operators.*

**REQUIRED MANAGEMENT REPORTS**

211 shall provide DCFS with a monthly management report addressing utilization patterns with its monthly invoice. This report shall include, but may not be limited to:

- Number of calls that were transferred from the Child Protection Hotline to 211
- Referrals provided
- Referrals made to Hotline.

0050-502.10

**CHILD PROTECTION HOTLINE (CPH):  
BASIC RESPONSIBILITIES**

<b>DATE OF ISSUE:</b>	11/20/02
<b>APPLICABLE TO:</b>	CPH Children's Social Workers (CSWs) and Their Supervising Children's Social Workers (SCSWs)
<b>LEGAL BASIS:</b>	State Regulation-Division 31-100
<b>RELATED POLICY RELEASE(S):</b>	<b>Procedural Guide 0100-525.10, Interstate Compact on the Placement of Children (ICPC)</b> <b>Procedural Guide 0050-501.15, Cross-Reporting Responsibilities When a Report of New Allegations is Received at the Child Protection Hotline</b> <b>Procedural Guide 0050-503.15, Child Protection Hotline (CPH): Determining Response Time</b> <b>Procedural Guide 0050-503.20, Child Protection Hotline (CPH): Classification of Allegations</b> <b>Procedural Guide 0050-503.75, Child Protection Hotline (CPH): Requests for Emergency Medical Consent</b> <b>Procedural Guide 0050-504.05, Referral Assignment Criteria</b> <b>Procedural Guide 1000-504.75, Inter-County Transfer (ICT) Documentation</b>
<b>NON-CWS/CMS FORM(S):</b>	CSW Information/Consultation Call SDM Response Tools: Neglect Tree, Physical Abuse Tree, Sexual Abuse Tree, Emotional Abuse Tree and Caretaker Absence/Incapacity Tree
<b>CWS/CMS FORM(S):</b>	Emergency Response Document Screener Narrative SS 8572, Suspected Child Abuse Report (SCAR)
<b>SUPERSEDES AND CANCELS</b>	<b>Procedural Guide 0050-502.10, Child Protection Hotline (CPH): Basic Responsibilities, dated August 27, 2002</b>

All requests for child protective services on new or existing cases are directed to the Child Protection Hotline (CPH) for initial assessment. These referrals involve allegations of suspected child abuse, neglect and/or exploitation and may be received telephonically, in writing or in-person. The CPH also provides brief consultation to the public on child abuse issues and referrals, and, when appropriate, to resources other than DCFS. In addition, the CPH is responsible for directing requests for inter-county transfers (ICTs) and Interstate Compact for the Placement of Children (ICPC) services to the Out-of-County Services Unit. The CPH also receives requests for after hours emergency medical consent for children and follows the procedures defined in **Procedural Guide 0050-503.75, CPH: Requests for Emergency Medical Consent**.

0050-502.10 (Rev 11/02)

Although the CPH receives the majority of its referrals from agencies and persons outside of DCFS, any employee of DCFS who, within the scope of his/her employment, observes or receives a report of abuse, neglect, caregiver absence/incapacity or exploitation from a source other than the CPH, shall contact the CPH to make a referral.

The CPH operates 24 hours a day, seven days a week and can be reached at the following telephone numbers: 1 (800) 540-4000 within California, 1 (213) 639-4500 outside of California, 1 (800) 272-6699 TDD.

**A. WHEN: THE CPH CREATES A REFERRAL**

<b>WHO</b>	<b>HOW</b>
<b>CPH CSW</b>	<ol style="list-style-type: none"> <li>1. <b>Complete</b> the Client Notebook for all:               <ol style="list-style-type: none"> <li>a) adult members of the household</li> <li>b) absent parents</li> <li>c) children in the family, including, if appropriate and available, the name and address of the school</li> <li>d) identified perpetrators.</li> </ol> </li> <li>2. <b>Complete</b> the Screener Narrative.               <ol style="list-style-type: none"> <li>a) <b>Describe</b> the incident.</li> <li>b) <b>Document</b> the following factors:                   <ul style="list-style-type: none"> <li>• date and time of incident</li> <li>• whereabouts of all parties involved</li> <li>• the severity and frequency of the precipitating incident</li> <li>• location and description of injury on the child's body</li> <li>• history of allegations for all household members</li> <li>• age of the child/ victim(s)</li> <li>• vulnerability, special circumstances, behavior of the child/victim(s)</li> </ul> </li> </ol> </li> </ol>

<b>WHO</b>	<b>HOW</b>
<b>CPH CSW</b>	<ul style="list-style-type: none"> <li>• the child/victim(s)' interaction with caregivers, siblings and peers</li> <li>• the caregivers' ability to protect and care for children</li> <li>• the caregivers' interactions with others</li> <li>• the caregivers' parenting skills and mental health issues</li> <li>• the caregivers' history of substance abuse domestic violence, and/or criminal behavior</li> <li>• the family's support systems</li> <li>• presence of a parent substitute</li> <li>• suspected perpetrator(s) identity</li> <li>• information from collateral contacts</li> <li>• witnesses to the incident</li> <li>• history of prior reports on the family by the same reporter</li> <li>• environmental conditions</li> <li>• family strengths and support systems.</li> </ul> <p>3. Create separate referrals for separate families.</p>

**B. WHEN: REPORTS OF SUSPECTED CHILD ABUSE, NEGLECT, OR EXPLOITATION ARE RECEIVED AT THE CPH**

<b>WHO</b>	<b>HOW</b>
<b>CPH CSW</b>	<ol style="list-style-type: none"> <li>1. Determine the case status of the child(ren) by searching the CWS/CMS database.</li> <li>2. Create a new referral when:</li> </ol>

WHO	HOW
CPH CSW	<ul style="list-style-type: none"> <li>a) the allegations were not previously reported, (either in person, in writing or verbally); or</li> <li>b) the report was previously received from a different reporter regarding the same incident; or</li> <li>c) there are new allegations on an open case.</li> </ul> <p>3. If the report is received in written form, <b>determine</b> if this allegation was previously reported telephonically by the same reporter by doing the following:</p> <ul style="list-style-type: none"> <li>a) <b>Search</b> the CWS/CMS database.</li> <li>b) If the referral was previously made, <b>write</b> the original referral number, date of the original referral, response time, office location and the name of the assigned CSW on the written report.</li> <li>c) <b>Forward</b> the written report to the clerical support staff who will forward it to the assigned CSW.</li> </ul> <p>4. <b>Complete</b> the Information/Consultation Call Template when:</p> <ul style="list-style-type: none"> <li>a) The telephone inquiry involves no allegations;</li> <li>b) CPH <b>consults</b> with, and/or <b>provides</b> information, resources or referrals to the public; or</li> <li>c) CPH <b>receives</b> information on an open referral/case (e.g., child ran away, call from relatives concerning a DCFS-supervised child not involving abuse, neglect and/or exploitation); or</li> <li>d) CPH <b>receives</b> an inquiry from a non-related legal guardian requesting financial assistance.</li> </ul> <p>5. <b>Conduct</b> an initial assessment of the allegations according to existing procedures. <b>See Procedural Guide 0050-503.20, Child Protection Hotline (CPH): Classification of Allegations.</b></p>

WHO	HOW
CPH CSW	<ol style="list-style-type: none"> <li data-bbox="607 317 1338 510">6. <b>Determine</b> if an in-person response is necessary using the appropriate abuse allegation tool. See Procedural Guide 0050-503.20, Child Protection Hotline (CPH): Classification of Allegations and <b>Procedural Guide 0050-503.15, Child Protection Hotline (CPH): Determining Response Time.</b></li> <li data-bbox="607 541 1338 705">7. <b>Determine</b> to which regional office the referral or information to CSW should be mapped, even if the referral will be evaluated out or served by Emergency Response Command Post (ERCP). See <b>Procedural Guide 0050-504.05, Referral Assignment Criteria.</b></li> <li data-bbox="607 737 1338 1094">8. If the allegations are cross-reportable: <ol style="list-style-type: none"> <li data-bbox="659 804 1338 867">a) <b>Determine</b> which law enforcement agency has jurisdiction over the crime.</li> <li data-bbox="659 898 1338 930">b) <b>Create</b> a SCAR addressed to that agency.</li> <li data-bbox="659 961 1338 1094">c) <b>Cross-report</b> to that agency per existing procedures. See <b>Procedural Guide 0050-501.15, Cross-Reporting Responsibilities When a Report of New Allegations is Received at Child Protection Hotline.</b></li> </ol> </li> <li data-bbox="607 1125 1338 1255">9. <b>Printout</b> the referral (Emergency Response Document and Screener Narrative) and all SDM abuse allegation tool(s). <b>Attach</b> the SDM tools to the referral and <b>forward</b> to the SCSW for approval.</li> </ol>
CPH SCSW	<ol style="list-style-type: none"> <li data-bbox="607 1287 1338 1680">1. <b>Review</b> the Information/Consultation Call Template for quality control. <ol style="list-style-type: none"> <li data-bbox="659 1388 1338 1451">a) If no allegations are involved, <b>send</b> the form to clerical support staff for filing; or</li> <li data-bbox="659 1482 1338 1545">b) If the referral is open, <b>send</b> the form to the current CSW; or</li> <li data-bbox="659 1577 1338 1680">c) If the inquiry is from a non-related legal guardian requesting financial assistance, <b>send</b> the form to the appropriate Regional Office for assignment.</li> </ol> </li> </ol>

WHO	HOW
CPH SCSW	<ol style="list-style-type: none"> <li>2. <b>Review</b> the referral and the SDM abuse allegation tool(s) used by the CSW for thoroughness and accuracy. <ol style="list-style-type: none"> <li>a) <b>Confirm</b> that the CSW completed the referral as specified in CSW Steps 1.-9. above. If not, <b>take action</b> to correct the referral;</li> <li>b) <b>Approve</b> the referral manually and electronically;</li> <li>c) <b>Assign</b> the referral as appropriate.</li> </ol> </li> </ol>

**C. WHEN: REQUESTS FOR EMERGENCY MEDICAL CONSENT ARE RECEIVED AT THE CPH**

WHO	HOW
CPH CSW	<ol style="list-style-type: none"> <li>1. <b>Conduct</b> an initial assessment.</li> <li>2. <b>Determine</b> if the child is a victim of abuse, neglect, exploitation or is at substantial risk of harm</li> <li>3. <b>Create</b> a referral if allegations exist.</li> <li>4. If allegations do not exist, <b>complete</b> a Consultation form. See Procedural Guide 0050-503.75, CPH: Requests for Emergency Medical Consent.</li> </ol>
CPH SCSW	<ol style="list-style-type: none"> <li>1. <b>Review</b> the referral and the SDM abuse allegation tool(s) used by the CSW or Consultation form for thoroughness and accuracy.</li> <li>2. <b>Confirm</b> that the CSW completed the referral/Consultation form appropriately <ol style="list-style-type: none"> <li>a) If approved, <b>assign</b>, if needed.</li> <li>b) If not approved, <b>return</b> the Referral/Consultation form for correction.</li> </ol> </li> </ol>

## **EXHIBIT B**

### **PRICING SCHEDULE**

EXHIBIT B											
211 LA COUNTY											
Annual Budget											
Employee classification	FTE % to	LA County					Unincorporated				
	COUNTY	Monthly	I & R	%	CRIB	%	ELDER	%	Area Helpline	%	
			30.75 FTE				4 FTE		2.25 FTE		
CRA	11	19.35	36,903	31,032	84%		0%	3,355	9.1%	2,516	6.8%
CRA Bilingual	26	19.93	89,840	74,291	83%		0%	10,366	11.5%	5,183	5.8%
SCRA (resource)	7	21.74	26,380		0%	26,380	100%		0.0%		0.0%
ASA (resource)	1	17.61	3,052	1,526	50%	1,526	50%		0.0%		0.0%
Resource Supervisor	1.00	26.99	4,678	-	0%	4,678	100%	-	0.0%	-	0.0%
I & R Supervisor	1.00	26.99	4,678	4,678	100%	-	0%	-	0.0%	-	0.0%
I & R Supervisor	1.00	24.99	4,331	3,785	87%	-	0%	-	0.0%	546	12.6%
I & R Supervisor	1.00	22.78	3,949	3,305	84%	-	0%	644	16.3%	-	0.0%
I & R Supervisor	1.00	25.56	4,431	4,431	100%	-	0%	-	0.0%	-	0.0%
Outreach Manager	1.00	28.63	4,963	4,963	100%	-	0%	-	0.0%	-	0.0%
Computer Tech Manager	0.78	33.67	4,552	4,302	95%	250	6%	-	0.0%	-	0.0%
Resource Systems Developer	0.50	33.64	2,915	583	20%	2,332	80%	-	0.0%	-	0.0%
Chief Operating Officer	0.78	42.90	5,800	5,800	100%	-	0%	-	0.0%	-	0.0%
Data reporter	0.78	25.51	3,449	3,449	100%	-	0%	-	0.0%	-	0.0%
Network Administrator	0.78	29.80	4,029	3,807	95%	222	6%	-	0.0%	-	0.0%
Jr. Network Administrator	0.78	19.23	2,600	2,457	95%	143	6%	-	0.0%	-	0.0%
JR. PROGRAMMER	0.78	19.81	2,678	2,531	95%	147	6%	-	0.0%	-	0.0%
Programmer	0.78	27.23	3,682	3,682	100%	-	-	-	-	-	0.0%
Executive Director	0.78	66.13	8,941	8,449	95%	492	6%	-	0.0%	-	0.0%
Associate Dir/CFO	0.78	52.98	7,163	6,769	95%	394	6%	-	0.0%	-	0.0%
HR Manager	0.78	31.69	4,285	4,049	95%	236	6%	-	0.0%	-	0.0%
Accountant	0.78	29.72	4,018	3,797	95%	221	6%	-	0.0%	-	0.0%
Asst. Accountant	1.56	23.16	6,264	5,919	95%	345	6%	-	0.0%	-	0.0%
Executive Assistant	1.17	22.28	4,518	4,270	95%	248	6%	-	0.0%	-	0.0%
Emergency Services Coordinator	0.50	22.28	965	912	95%	53	6%	-	0.0%	-	0.0%
Admin Support Supervisor	0.78	24.76	3,348	3,184	95%	184	6%	-	0.0%	-	0.0%
Administrative Services Assistant	2.20	14.85	5,662	5,350	95%	311	6%	-	0.0%	-	0.0%
<b>TOTAL SALARIES</b>	<b>66</b>		<b>258,074</b>	<b>197,302</b>		<b>38,162</b>		<b>14,365</b>		<b>8,245</b>	
<b>EMPLOYEE BENEFITS</b>											
MEDICAL INSURANCE	6.35%		16,388	12,529	76%	2,423	15%	912	7.3%	524	3.2%
DENTAL INSURANCE	1.00%		2,581	1,973	76%	382	15%	144	7.3%	82	3.2%
VISION PLAN INSURANCE	1.00%		2,581	1,973	76%	382	15%	144	7.3%	82	3.2%
LIFE/DISABILITY INSURANCE	2.00%		5,161	3,946	76%	763	15%	287	7.3%	165	3.2%
401K PLAN (4%)	4.00%		10,323	7,892	76%	1,526	15%	575	7.3%	330	3.2%
<b>SUB TOTAL</b>	<b>14.35%</b>		<b>37,034</b>	<b>28,313</b>		<b>5,476</b>		<b>2,061</b>		<b>1,183</b>	
FICA (7.65%)	7.65%		19,743	15,094	76%	2,919	15%	1,099	5.6%	631	3.2%
WORKER'S COMPENSATION	3.50%		9,033	6,906	76%	1,336	15%	503	5.6%	289	3.2%
STATE UNEMPLOYMENT INS.	2.50%		6,452	4,933	76%	954	15%	359	5.6%	206	3.2%
	<b>13.65%</b>		<b>35,227</b>	<b>26,932</b>		<b>5,209</b>		<b>1,961</b>		<b>1,125</b>	
<b>DIRECTOR'S &amp; OFFICERS</b>	<b>100%</b>		<b>963</b>	<b>736</b>	<b>76%</b>	<b>142</b>	<b>15%</b>	<b>54</b>	<b>5.6%</b>	<b>31</b>	<b>3.2%</b>
<b>GENERAL</b>	<b>100%</b>		<b>3,346</b>	<b>2,558</b>	<b>76%</b>	<b>495</b>	<b>15%</b>	<b>186</b>	<b>5.6%</b>	<b>107</b>	<b>3.2%</b>
<b>EARTHQUAKE</b>	<b>100%</b>		<b>1,192</b>	<b>911</b>	<b>76%</b>	<b>176</b>	<b>15%</b>	<b>66</b>	<b>5.5%</b>	<b>38</b>	<b>3.2%</b>
	<b>100%</b>		<b>5,500</b>	<b>4,205</b>		<b>813</b>		<b>306</b>		<b>176</b>	
<b>COMPUTER HARDWARE</b>	<b>100%</b>		<b>3,305</b>	<b>2,527</b>	<b>76.5%</b>	<b>489</b>	<b>15%</b>	<b>184</b>	<b>5.6%</b>	<b>106</b>	<b>3.2%</b>
<b>COMPUTER SOFTWARE</b>	<b>100%</b>		<b>3,305</b>	<b>2,527</b>	<b>76.5%</b>	<b>489</b>	<b>15%</b>	<b>184</b>	<b>5.6%</b>	<b>106</b>	<b>3.2%</b>
<b>TELEPHONE SYSTEM</b>	<b>100%</b>		<b>12,800</b>	<b>9,786</b>	<b>76.5%</b>	<b>1,893</b>	<b>15%</b>	<b>712</b>	<b>5.6%</b>	<b>409</b>	<b>3.2%</b>
<b>EQUIPMENT MAINTENANCE</b>	<b>100%</b>		<b>5,150</b>	<b>3,937</b>	<b>76.4%</b>	<b>762</b>	<b>15%</b>	<b>287</b>	<b>5.6%</b>	<b>165</b>	<b>3.2%</b>
<b>SPACE/FACILITY</b>	<b>100%</b>		<b>19,600</b>	<b>14,985</b>	<b>76.5%</b>	<b>2,898</b>	<b>15%</b>	<b>1,091</b>	<b>5.6%</b>	<b>626</b>	<b>3.2%</b>
<b>OFFICE EQUIPMENT</b>	<b>100%</b>		<b>2,575</b>	<b>1,969</b>	<b>76.5%</b>	<b>381</b>	<b>15%</b>	<b>143</b>	<b>5.6%</b>	<b>82</b>	<b>3.2%</b>
<b>SUPPLIES</b>	<b>100%</b>		<b>4,721</b>	<b>3,609</b>	<b>76.4%</b>	<b>698</b>	<b>15%</b>	<b>263</b>	<b>5.6%</b>	<b>151</b>	<b>3.2%</b>
<b>TELEPHONE</b>	<b>100%</b>		<b>19,066</b>	<b>14,576</b>	<b>76.5%</b>	<b>2,819</b>	<b>15%</b>	<b>1,061</b>	<b>5.6%</b>	<b>609</b>	<b>3.2%</b>
<b>UTILITIES</b>	<b>100%</b>		<b>5,733</b>	<b>4,383</b>	<b>76.5%</b>	<b>848</b>	<b>15%</b>	<b>319</b>	<b>5.6%</b>	<b>183</b>	<b>3.2%</b>
<b>ADVERTISING</b>	<b>100%</b>		<b>11,997</b>	<b>11,997</b>	<b>100.0%</b>		<b>0%</b>		<b>0.0%</b>		<b>0.0%</b>
<b>BUILDING MAINTENANCE</b>	<b>100%</b>		<b>4,665</b>	<b>3,566</b>	<b>76.4%</b>	<b>690</b>	<b>15%</b>	<b>260</b>	<b>5.6%</b>	<b>149</b>	<b>3.2%</b>
<b>CUSTODIAL</b>	<b>100%</b>		<b>1,845</b>	<b>1,411</b>	<b>76.5%</b>	<b>273</b>	<b>15%</b>	<b>103</b>	<b>5.6%</b>	<b>59</b>	<b>3.2%</b>
<b>PRINTING/PHOTOCOPYING</b>	<b>100%</b>		<b>2,266</b>	<b>1,732</b>	<b>76.4%</b>	<b>335</b>	<b>15%</b>	<b>126</b>	<b>5.6%</b>	<b>72</b>	<b>3.2%</b>
<b>POSTAGE</b>	<b>100%</b>		<b>1,579</b>	<b>1,207</b>	<b>76.4%</b>	<b>342</b>	<b>22%</b>	<b>15</b>	<b>0.9%</b>	<b>15</b>	<b>0.9%</b>
<b>PROFESSIONAL SERVICES</b>	<b>100%</b>		<b>6,650</b>	<b>5,083</b>	<b>76.4%</b>	<b>983</b>	<b>15%</b>	<b>370</b>	<b>5.6%</b>	<b>212</b>	<b>3.2%</b>
<b>STAFF DEVELOPMENT/TRAINING</b>	<b>100%</b>		<b>2,825</b>	<b>2,007</b>	<b>71.5%</b>	<b>388</b>	<b>15%</b>	<b>146</b>	<b>5.6%</b>	<b>84</b>	<b>3.2%</b>
<b>TRAVEL/MEETING ATTENDANCE</b>	<b>100%</b>		<b>1,717</b>	<b>1,312</b>	<b>76.4%</b>	<b>254</b>	<b>15%</b>	<b>96</b>	<b>5.6%</b>	<b>55</b>	<b>3.2%</b>
			<b>109,599</b>	<b>86,614</b>		<b>14,542</b>		<b>5,360</b>		<b>3,083</b>	
<b>TOTAL MONTHLY</b>			<b>445,434</b>	<b>343,366</b>		<b>64,203</b>		<b>24,053</b>		<b>13,812</b>	
<b>TOTAL ANNUAL</b>			<b>5,345,206</b>	<b>4,120,390</b>		<b>770,436</b>		<b>288,636</b>		<b>165,744</b>	

\* NOTE: TOTAL CONTRACT AMOUNT, STAFFING LEVELS, AND LINE ITEMS MAY BE ADJUSTED TO REFLECT COLA INCREASES AS AUTHORIZED BY THE COUNTY.

EXHIBIT B											
211 LA COUNTY - CONTRACT AGREEMENT NUMBER: A0-0734											
REVISED TO INCLUDE 3% COLA EFFECTIVE JULY 16, 2007 through JUNE 30, 2008 *											
Employee classification	FTE % to	LA County					Unincorporated				
	COUNTY	Monthly	I & R	%	CRIB	%	ELDER	%	Area Helpline	%	
			31.75 FTE				4 FTE		2.25 FTE		
CRA	12	20.06	41,725	35,854	85.9%		3,355	8.0%	2,516	6.0%	
CRA Bilingual	26	20.64	93,018	77,469	83.3%		10,366	11.1%	5,183	5.6%	
SCRA (Resource Writers)	6	22.10	22,984		0.0%	22,984	100.0%	-	0.0%	0.0%	
R & R	1	17.61	3,052	3,052	100.0%	-	0.0%	-	0.0%	0.0%	
Program Manager	1.00	28.85	5,001	3,651	73.0%	650	13.0%	450	9.0%	250	5.0%
Workforce Management Specialist	1.00	28.85	5,001	3,651	73.0%	650	13.0%	450	9.0%	250	5.0%
I & R Team Coach	1.00	20.19	3,500	2,555	73.0%	455	13.0%	315	9.0%	175	5.0%
I & R Team Coach	1.00	20.19	3,500	2,555	73.0%	455	13.0%	315	9.0%	175	5.0%
I & R Quality Assurance Manager	1.00	24.04	4,167	3,042	73.0%	542	13.0%	375	9.0%	208	5.0%
Outreach Manager	0.75	28.91	3,758	3,758	100.0%	-	0.0%	-	0.0%	-	0.0%
Computer Tech Manager	0.75	35.70	4,641	3,388	73.0%	603	13.0%	418	9.0%	232	5.0%
Resource Systems Developer	0.50	34.98	3,032	606	20.0%	2,426	80.0%	-	0.0%	-	0.0%
Chief Operating Officer	0.75	43.27	5,625	4,107	73.0%	731	13.0%	506	9.0%	281	5.0%
Data reporter	0.75	26.53	3,449	3,105	90.0%	-	0.0%	172	5.0%	172	5.0%
Network Administrator	0.75	31.60	4,108	2,999	73.0%	534	13.0%	370	9.0%	205	5.0%
Jr. Network Administrator	1.00	19.80	3,432	2,505	73.0%	446	13.0%	309	9.0%	172	5.0%
Jr. Programmer	1.00	21.00	3,640	2,657	73.0%	473	13.0%	328	9.0%	182	5.0%
Programmer	0.75	28.87	3,753	2,739	73.0%	488	13.0%	338	9.0%	188	5.0%
Executive Director	0.75	69.44	9,027	6,590	73.0%	1,174	13.0%	812	9.0%	451	5.0%
Associate Dir/CFO	0.75	56.54	7,350	5,364	73.0%	956	13.0%	662	9.0%	368	5.0%
HR Manager	0.75	39.66	5,156	3,764	73.0%	670	13.0%	464	9.0%	258	5.0%
Accounting Manager	0.75	33.65	4,372	3,192	73.0%	568	13.0%	393	9.0%	219	5.0%
Staff Accountant	1.50	23.86	6,204	4,529	73.0%	807	13.0%	558	9.0%	310	5.0%
Executive Assistant	1.50	23.06	5,996	4,377	73.0%	779	13.0%	540	9.0%	300	5.0%
Emergency Services Coordinator	0.50	23.06	999	999	100.0%	-	0.0%	-	0.0%	-	0.0%
Admin Support Supervisor	0.75	25.75	3,348	2,445	73.0%	435	13.0%	301	9.0%	167	5.0%
Administrative Services Assistant	3.20	15.06	8,353	5,847	70.0%	2,506	30.0%	-	0.0%	-	0.0%
TOTAL SALARIES	67		268,191	194,800	72.6%	39,332	14.7%	21,797	8.1%	12,262	4.6%
EMPLOYEE BENEFITS											
MEDICAL INSURANCE	8.35%		22,394	16,266	72.6%	3,284	14.7%	1,820	8.1%	1,024	4.6%
DENTAL INSURANCE	1.00%		2,682	1,948	72.6%	393	14.7%	218	8.1%	123	4.6%
VISION PLAN INSURANCE	1.00%		2,682	1,948	72.6%	393	14.7%	218	8.1%	123	4.6%
LIFE/DISABILITY INSURANCE	1.50%		4,023	2,922	72.6%	590	14.7%	327	8.1%	184	4.6%
401K PLAN (4%)	4.00%		10,728	7,793	72.6%	1,573	14.7%	872	8.1%	490	4.6%
SUB TOTAL	15.85%		42,509	30,877		6,233		3,455		1,944	
FICA (7.65%)	7.65%		20,517	14,902	72.6%	3,009	14.7%	1,667	8.1%	938	4.6%
WORKER'S COMPENSATION	2.50%		6,705	4,870	72.6%	983	14.7%	545	8.1%	307	4.6%
STATE UNEMPLOYMENT INS.	2.00%		5,364	3,896	72.6%	787	14.7%	436	8.1%	245	4.6%
	12.15%		32,586	23,668		4,779		2,648		1,490	
INSURANCE											
DIRECTOR'S & OFFICERS			580	421	72.6%	85	14.7%	47	8.1%	27	4.7%
GENERAL			2,030	1,475	72.7%	298	14.7%	164	8.1%	93	4.6%
EARTHQUAKE			1,998	1,450	72.6%	294	14.7%	162	8.1%	92	4.6%
			4,608	3,346		677		373		212	
COMPUTER HARDWARE			3,404	2,471	72.6%	500	14.7%	276	8.1%	157	4.6%
COMPUTER SOFTWARE			3,404	2,471	72.6%	500	14.7%	276	8.1%	157	4.6%
TELEPHONE SYSTEM			14,000	10,164	72.6%	2,058	14.7%	1,134	8.1%	644	4.6%
EQUIPMENT MAINTENANCE			5,304	3,850	72.6%	780	14.7%	430	8.1%	244	4.6%
SPACE/FACILITY			19,600	14,229	72.6%	2,881	14.7%	1,588	8.1%	902	4.6%
OFFICE EQUIPMENT			1,931	1,402	72.6%	284	14.7%	156	8.1%	89	4.6%
SUPPLIES			4,250	3,085	72.6%	625	14.7%	344	8.1%	196	4.6%
TELEPHONE			19,364	14,058	72.6%	2,847	14.7%	1,568	8.1%	891	4.6%
UTILITIES			3,920	2,846	72.6%	576	14.7%	318	8.1%	180	4.6%
ADVERTISING			12,333	12,333	100.0%	-	0.0%	-	0.0%	-	0.0%
BUILDING MAINTENANCE			3,665	2,660	72.6%	539	14.7%	297	8.1%	169	4.6%
CUSTODIAL			2,871	2,084	72.6%	422	14.7%	233	8.1%	132	4.6%
PRINTING/PHOTOCOPYING			1,926	1,398	72.6%	283	14.7%	156	8.1%	89	4.6%
POSTAGE			1,658	1,204	72.6%	244	14.7%	134	8.1%	76	4.6%
PROFESSIONAL SERVICES			8,865	6,436	72.6%	1,303	14.7%	718	8.1%	408	4.6%
STAFF DEVELOPMENT/TRAINING			2,625	1,905	72.6%	386	14.7%	213	8.1%	121	4.6%
TRAVEL/MEETING ATTENDANCE			1,783	1,295	72.6%	262	14.7%	144	8.1%	82	4.6%
			110,903	83,891		14,490		7,985		4,537	
TOTAL MONTHLY WITH COLA			458,797	336,582		65,511		36,258		20,445	
TOTAL ANNUAL WITH COLA			5,505,564	4,038,984		786,132		435,096		245,340	
ADJUSTED TOTAL ANNUAL FOR JULY 1-15 AT THE OLD RATE			5,499,098								

\* NOTE: TOTAL CONTRACT AMOUNT, STAFFING LEVELS, AND LINE ITEMS MAYBE ADJUSTED TO REFLECT COLA INCREASES AS AUTHORIZED BY THE COUNTY.

EXHIBIT B												
211 LA COUNTY - CONTRACT AGREEMENT NUMBER: A0-0734						PERIOD: JANUARY 1 - DECEMBER 31, 2008						
REVISED TO INCLUDE 3% COLA EFFECTIVE			OCTOBER 1, 2008 FOR PERSONNEL COSTS ONLY									
Employee classification	FTE	FTE % to	LA County		I & R		CRIB		ELDER		Unincorporated	
	Category	COUNTY	Monthly	%	%	%	%	%	%	Area Helpline	%	
FTE's				34 FTE's	6 FTE's	2.5 FTE's				1.5 FTE's		
CRA		12.00	20.66	42,973	38,461	89.6%		0.0%	2,707	6.3%	1,805	4.2%
CRA Bilingual		26.00	21.26	95,812	85,752	89.4%		0.0%	6,419	6.7%	3,641	3.8%
SCRA (Resource Writers)		6.00	22.77	23,681		0.0%	23,681	100.0%	-	0.0%		0.0%
Program Manager	100	1.00	30.70	5,321	4,113	77.3%	692	13.0%	335	6.3%	181	3.4%
Workforce Management Specialist	100	1.00	30.20	5,235	4,046	77.3%	681	13.0%	330	6.3%	178	3.4%
I & R Team Coach	100	1.00	19.81	3,434	2,655	77.3%	446	13.0%	216	6.3%	117	3.4%
I & R Team Coach	100	1.00	19.81	3,434	2,655	77.3%	446	13.0%	216	6.3%	117	3.4%
I & R Quality Assurance Manager	100	1.00	21.29	3,690	2,853	77.3%	480	13.0%	232	6.3%	125	3.4%
I & R Quality Assurance Manager	100	0.75	20.19	2,625	2,030	77.3%	341	13.0%	165	6.3%	89	3.4%
Outreach Manager	100	0.75	29.78	3,871	3,871	100.0%	-	0.0%	-	0.0%	-	0.0%
Computer Tech Manager	100	0.75	36.77	4,780	3,695	77.3%	621	13.0%	301	6.3%	163	3.4%
Resource Systems Developer	100	0.50	36.03	3,123	625	20.0%	2,498	80.0%	-	0.0%	-	0.0%
Chief Operating Officer	100	0.75	44.57	5,794	4,479	77.3%	753	13.0%	365	6.3%	197	3.4%
Data reporter	100	0.75	27.33	3,552	3,253	91.6%	-	0.0%	178	5.0%	121	3.4%
Network Administrator	100	0.75	32.55	4,231	3,270	77.3%	550	13.0%	267	6.3%	144	3.4%
Jr. Network Administrator	100	1.00	20.39	3,535	2,732	77.3%	460	13.0%	223	6.3%	120	3.4%
Jr. Programmer	100	1.00	24.76	4,292	3,318	77.3%	558	13.0%	270	6.3%	146	3.4%
Programmer	100	0.75	27.24	3,541	2,738	77.3%	460	13.0%	223	6.3%	120	3.4%
Executive Director	100	0.75	71.52	9,298	7,187	77.3%	1,209	13.0%	586	6.3%	316	3.4%
Associate Dir/CFO	100	0.75	58.24	7,571	5,853	77.3%	984	13.0%	477	6.3%	257	3.4%
HR Manager	100	0.75	40.85	5,310	4,104	77.3%	690	13.0%	335	6.3%	181	3.4%
Accounting Manager	100	0.75	34.66	4,506	3,483	77.3%	586	13.0%	284	6.3%	153	3.4%
Staff Accountant	200	1.50	24.58	6,387	4,938	77.3%	830	13.0%	402	6.3%	217	3.4%
Executive Assistant	100	1.00	24.13	4,183	3,233	77.3%	544	13.0%	264	6.3%	142	3.4%
Emergency Services Coordinator	100	0.75	33.65	4,375	4,375	100.0%	-	0.0%	-	0.0%	-	0.0%
Admin Support Supervisor	100	0.75	26.62	3,448	2,666	77.3%	448	13.0%	217	6.3%	117	3.4%
Administrative Services Assistant	320	3.20	15.51	8,604	6,023	70.0%	2,581	30.0%	-	0.0%	-	0.0%
<b>TOTAL SALARIES:</b>		<b>67</b>		<b>276,606</b>	<b>212,408</b>	<b>76.7%</b>	<b>40,539</b>	<b>14.7%</b>	<b>15,012</b>	<b>5.4%</b>	<b>8,647</b>	<b>3.1%</b>
<b>EMPLOYEE BENEFITS</b>												
MEDICAL INSURANCE		8.35%		23,097	17,736	76.8%	3,385	14.7%	1,254	5.4%	722	3.1%
DENTAL INSURANCE		1.00%		2,766	2,125	76.8%	405	14.6%	150	5.4%	86	3.1%
VISION PLAN INSURANCE		1.00%		2,766	2,125	76.8%	405	14.6%	150	5.4%	86	3.1%
LIFE/DISABILITY INSURANCE		1.50%		4,149	3,186	76.8%	608	14.7%	225	5.4%	130	3.1%
401K PLAN (4%)		4.00%		11,064	8,496	76.8%	1,622	14.7%	600	5.4%	346	3.1%
<b>SUB TOTAL</b>		<b>15.85%</b>		<b>43,842</b>	<b>33,668</b>		<b>6,425</b>		<b>2,379</b>		<b>1,370</b>	
FICA (7.65%)		7.65%		21,160	16,250	76.8%	3,101	14.7%	1,148	5.4%	661	3.1%
WORKER'S COMPENSATION		2.50%		6,915	5,310	76.8%	1,013	14.6%	375	5.4%	216	3.1%
STATE UNEMPLOYMENT INS.		2.00%		5,532	4,248	76.8%	811	14.7%	300	5.4%	173	3.1%
		<b>12.15%</b>		<b>33,607</b>	<b>25,808</b>		<b>4,925</b>		<b>1,823</b>		<b>1,050</b>	
<b>INSURANCE:</b>												
DIRECTOR'S & OFFICERS				580	446	76.8%	85	14.7%	31	5.4%	18	3.1%
GENERAL				2,030	1,559	76.8%	298	14.7%	110	5.4%	63	3.1%
EARTHQUAKE				1,998	1,534	76.8%	294	14.7%	108	5.4%	62	3.1%
				<b>4,608</b>	<b>3,539</b>		<b>677</b>		<b>249</b>		<b>143</b>	
COMPUTER HARDWARE				3,404	2,614	76.8%	500	14.7%	184	5.4%	106	3.1%
COMPUTER SOFTWARE				3,404	2,614	76.8%	500	14.7%	184	5.4%	106	3.1%
TELEPHONE SYSTEM				14,000	10,752	76.8%	2,058	14.7%	756	5.4%	434	3.1%
EQUIPMENT MAINTENANCE				5,304	4,074	76.8%	780	14.7%	286	5.4%	164	3.1%
SPACE/FACILITY				19,600	15,053	76.8%	2,881	14.7%	1,083	5.5%	583	3.0%
OFFICE EQUIPMENT				1,931	1,483	76.8%	284	14.7%	104	5.4%	60	3.1%
SUPPLIES				4,250	3,263	76.8%	625	14.7%	230	5.4%	132	3.1%
TELEPHONE				19,364	14,867	76.8%	2,847	14.7%	1,070	5.5%	580	3.0%
UTILITIES				3,920	3,010	76.8%	576	14.7%	212	5.4%	122	3.1%
ADVERTISING				12,333	12,333	100.0%	-	0.0%	-	0.0%	-	0.0%
BUILDING MAINTENANCE				3,665	2,814	76.8%	539	14.7%	198	5.4%	114	3.1%
CUSTODIAL				2,871	2,205	76.8%	422	14.7%	155	5.4%	89	3.1%
PRINTING/PHOTOCOPYING				1,926	1,479	76.8%	283	14.7%	104	5.4%	60	3.1%
POSTAGE				1,658	1,273	76.8%	244	14.7%	90	5.4%	51	3.1%
PROFESSIONAL SERVICES				8,865	6,808	76.8%	1,303	14.7%	479	5.4%	275	3.1%
STAFF DEVELOPMENT/TRAINING				2,625	2,016	76.8%	386	14.7%	142	5.4%	81	3.1%
TRAVEL/MEETING ATTENDANCE				1,783	1,370	76.8%	262	14.7%	96	5.4%	55	3.1%
				<b>110,903</b>	<b>88,028</b>		<b>14,490</b>		<b>5,373</b>		<b>3,012</b>	
<b>TOTAL MONTHLY</b>				<b>469,566</b>	<b>363,451</b>		<b>67,056</b>		<b>24,836</b>		<b>14,222</b>	
<b>TOTAL ANNUAL PRORATED TO REFLECT OCTOBER INCREASE</b>				<b>5,537,871</b>	<b>4,286,510</b>		<b>790,793</b>		<b>292,895</b>		<b>167,673</b>	

NOTE: Allocation revised during this year to reflect realignment of cost by departments.

EXHIBIT B												
211 LA COUNTY - CONTRACT AGREEMENT NUMBER: A0-0734						PERIOD: JANUARY 1 - DECEMBER 31, 2009						
REVISED TO INCLUDE 3% COLA EFFECTIVE IN 2008 FOR PERSONNEL COSTS ONLY												
Employee classification	FTE	FTE % to	LA County			CRIB			Unincorporated			
	Category	COUNTY	Monthly	I & R	%	%	%	%	Area Helpline	%		
FTE's				34 FTE's		6 FTE's		2.5 FTE's		1.5 FTE's		
CRA		12.00	20.66	42,973	38,461	89.6%		0.0%	2,707	6.3%	1,805	4.2%
CRA Bilingual		26.00	21.26	95,812	85,752	89.4%		0.0%	6,419	6.7%	3,641	3.8%
SCRA (Resource Writers)		6.00	22.77	23,681		0.0%	23,681	100.0%	-	0.0%		0.0%
Program Manager	100	1.00	30.70	5,321	4,113	77.3%	692	13.0%	335	6.3%	181	3.4%
Workforce Management Specialist	100	1.00	30.20	5,235	4,046	77.3%	681	13.0%	330	6.3%	178	3.4%
I & R Team Coach	100	1.00	19.81	3,434	2,655	77.3%	446	13.0%	216	6.3%	117	3.4%
I & R Team Coach	100	1.00	19.81	3,434	2,655	77.3%	446	13.0%	216	6.3%	117	3.4%
I & R Quality Assurance Manager	100	1.00	21.29	3,690	2,853	77.3%	480	13.0%	232	6.3%	125	3.4%
I & R Quality Assurance Manager	100	0.75	20.19	2,625	2,030	77.3%	341	13.0%	165	6.3%	89	3.4%
Outreach Manager	100	0.75	29.78	3,871	3,871	100.0%	-	0.0%	-	0.0%	-	0.0%
Computer Tech Manager	100	0.75	36.77	4,780	3,695	77.3%	621	13.0%	301	6.3%	163	3.4%
Resource Systems Developer	100	0.50	36.03	3,123	625	20.0%	2,498	80.0%	-	0.0%	-	0.0%
Chief Operating Officer	100	0.75	44.57	5,794	4,479	77.3%	753	13.0%	365	6.3%	197	3.4%
Data reporter	100	0.75	27.33	3,552	3,253	91.6%	-	0.0%	178	5.0%	121	3.4%
Network Administrator	100	0.75	32.55	4,231	3,270	77.3%	550	13.0%	267	6.3%	144	3.4%
Jr. Network Administrator	100	1.00	20.39	3,535	2,732	77.3%	460	13.0%	223	6.3%	120	3.4%
Jr. Programmer	100	1.00	24.76	4,292	3,318	77.3%	558	13.0%	270	6.3%	146	3.4%
Programmer	100	0.75	27.24	3,541	2,738	77.3%	460	13.0%	223	6.3%	120	3.4%
Executive Director	100	0.75	71.52	9,298	7,187	77.3%	1,209	13.0%	586	6.3%	316	3.4%
Associate Dir/CFO	100	0.75	58.24	7,571	5,853	77.3%	984	13.0%	477	6.3%	257	3.4%
HR Manager	100	0.75	40.85	5,310	4,104	77.3%	690	13.0%	335	6.3%	181	3.4%
Accounting Manager	100	0.75	34.66	4,506	3,483	77.3%	586	13.0%	284	6.3%	153	3.4%
Staff Accountant	200	1.50	24.58	6,387	4,938	77.3%	830	13.0%	402	6.3%	217	3.4%
Executive Assistant	100	1.00	24.13	4,183	3,233	77.3%	544	13.0%	264	6.3%	142	3.4%
Emergency Services Coordinator	100	0.75	33.65	4,375	4,375	100.0%	-	0.0%	-	0.0%	-	0.0%
Admin Support Supervisor	100	0.75	26.52	3,448	2,666	77.3%	448	13.0%	217	6.3%	117	3.4%
Administrative Services Assistant	320	3.20	15.51	8,604	6,023	70.0%	2,581	30.0%	-	0.0%	-	0.0%
<b>TOTAL SALARIES:</b>		<b>67</b>		<b>276,606</b>	<b>212,408</b>	<b>76.7%</b>	<b>40,539</b>	<b>14.7%</b>	<b>15,012</b>	<b>5.4%</b>	<b>8,647</b>	<b>3.1%</b>
<b>EMPLOYEE BENEFITS</b>												
MEDICAL INSURANCE		8.35%		23,097	17,736	76.8%	3,385	14.7%	1,254	5.4%	722	3.1%
DENTAL INSURANCE		1.00%		2,766	2,125	76.8%	405	14.6%	150	5.4%	86	3.1%
VISION PLAN INSURANCE		1.00%		2,766	2,125	76.8%	405	14.6%	150	5.4%	86	3.1%
LIFE/DISABILITY INSURANCE		1.50%		4,149	3,186	76.8%	608	14.7%	225	5.4%	130	3.1%
401K PLAN (4%)		4.00%		11,064	8,496	76.8%	1,622	14.7%	600	5.4%	346	3.1%
<b>SUB TOTAL</b>		<b>15.85%</b>		<b>43,842</b>	<b>33,668</b>		<b>6,425</b>		<b>2,379</b>		<b>1,370</b>	
FICA (7.65%)		7.65%		21,160	16,250	76.8%	3,101	14.7%	1,148	5.4%	661	3.1%
WORKER'S COMPENSATION		2.50%		6,915	5,310	76.8%	1,013	14.6%	375	5.4%	216	3.1%
STATE UNEMPLOYMENT INS.		2.00%		5,532	4,248	76.8%	811	14.7%	300	5.4%	173	3.1%
		12.15%		33,607	25,808		4,925		1,823		1,050	
<b>INSURANCE:</b>												
DIRECTOR'S & OFFICERS				580	446	76.8%	85	14.7%	31	5.4%	18	3.1%
GENERAL				2,030	1,559	76.8%	298	14.7%	110	5.4%	63	3.1%
EARTHQUAKE				1,998	1,534	76.8%	294	14.7%	108	5.4%	62	3.1%
				4,608	3,539		677		249		143	
COMPUTER HARDWARE				3,404	2,614	76.8%	500	14.7%	184	5.4%	106	3.1%
COMPUTER SOFTWARE				3,404	2,614	76.8%	500	14.7%	184	5.4%	106	3.1%
TELEPHONE SYSTEM				14,000	10,752	76.8%	2,058	14.7%	756	5.4%	434	3.1%
EQUIPMENT MAINTENANCE				5,304	4,074	76.8%	780	14.7%	286	5.4%	164	3.1%
SPACE/FACILITY				19,600	15,053	76.8%	2,881	14.7%	1,083	5.5%	583	3.0%
OFFICE EQUIPMENT				1,931	1,483	76.8%	284	14.7%	104	5.4%	60	3.1%
SUPPLIES				4,250	3,263	76.8%	625	14.7%	230	5.4%	132	3.1%
TELEPHONE				19,364	14,867	76.8%	2,847	14.7%	1,070	5.5%	580	3.0%
UTILITIES				3,920	3,010	76.8%	576	14.7%	212	5.4%	122	3.1%
ADVERTISING				12,333	12,333	100.0%	-	0.0%	-	0.0%	-	0.0%
BUILDING MAINTENANCE				3,665	2,814	76.8%	539	14.7%	198	5.4%	114	3.1%
CUSTODIAL				2,871	2,205	76.8%	422	14.7%	155	5.4%	89	3.1%
PRINTING/PHOTOCOPYING				1,926	1,479	76.8%	283	14.7%	104	5.4%	60	3.1%
POSTAGE				1,658	1,273	76.8%	244	14.7%	90	5.4%	51	3.1%
PROFESSIONAL SERVICES				8,865	6,808	76.8%	1,303	14.7%	479	5.4%	275	3.1%
STAFF DEVELOPMENT/TRAINING				2,625	2,016	76.8%	386	14.7%	142	5.4%	81	3.1%
TRAVEL/MEETING ATTENDANCE				1,783	1,370	76.8%	262	14.7%	96	5.4%	55	3.1%
				110,903	88,028		14,490		5,373		3,012	
<b>TOTAL MONTHLY</b>				<b>469,566</b>	<b>363,451</b>		<b>67,056</b>		<b>24,836</b>		<b>14,222</b>	
<b>TOTAL ANNUAL</b>				<b>5,634,792</b>	<b>4,361,412</b>		<b>804,672</b>		<b>298,032</b>		<b>170,664</b>	

CEO – OEM

PROJECTED COSTS AND SERVICE FEES SECTION 5.9  
12 MONTH PERIOD

**Personnel Costs (Adjusted Annually)**

Salaries

Telecommunications Manager and Programming Staff Estimated at 80 hours @ \$45 per hour	\$ 3,600
Administrative Support Staff (mailings) Estimated at 140 hours @ \$15.50 per hour	2,170
Disaster Response – Field Staff Estimated at 400 hours @ 21 per hour	8,400

Salaries Subtotal: \$ 14,170

Benefits

Calculated at 28% of gross wages \$ 3,967

Administrative Indirect Cost

Calculated at 21% of Personnel Cost 3,808

**Subtotal Personnel Costs: \$ 21,945**

Telephone

1(800) Toll-free service  
Twelve months @ \$160 per month \$ 1,920

Postage

1lb.6oz. Packages: 1,000 @ \$3.95 3,950  
11 oz. Packages: 500 @ \$2.67 1,335

Mailing Materials/Office Supplies \$ 300

ENLA Related training and exercises 550

**Subtotal Non-Personnel Costs: \$ 8,055**

**Total Estimated Budget: \$ 30,000**

**PROJECTED COSTS AND SERVICE FEES SECTION 5.9  
12 MONTH PERIOD**

Revised to Include 3% COLA increase effective July 16, 2007

**Personnel Costs (Adjusted Annually)**

**Salaries**

Telecommunications Manager and Programming Staff Estimated at 80 hours @ \$46.35 per hour	\$3,708
Administrative Support Staff (mailings) Estimated at 140 hours @ \$15.96 per hour	\$2,234
Disaster Response - Field Staff Estimated at 400 hours @ \$21.63 per hour	\$8,652
<b>Salaries Subtotal:</b>	<b>\$14,594</b>

**Benefits**

Calculated at 28% of salaries	\$4,086
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**Administrative Indirect Cost**

Calculated at 21% of Personnel Cost	\$3,923
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<b>Subtotal Personnel Costs:</b>	<b>\$22,604</b>
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**Telephone**

1(800) Toll-free service Twelve months @ \$165 per month	\$1,980
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**Postage**

1lb. 6oz. Packages: 1,000 @ \$4.07	\$4,070
11oz Packages: 500 @ \$2.75	\$1,375

**Mailing Materials/Office Supplies**

\$310
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**ENLA Related training and exercises**

\$561
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<b>Subtotal Non-Personnel Costs:</b>	<b>\$8,296</b>
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<b><u>Total Estimated Budget:</u></b>	<b>\$30,900</b>
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CEO - OEM

**PROJECTED COSTS AND SERVICE FEES SECTION 5.9  
12 MONTH PERIOD**

Revised to Include 3% COLA increase for Personnel Costs only effective July 1, 2008

**Personnel Costs (Adjusted Annually)**

Salaries

Telecommunications Manager and Programming Staff Estimated at 80 hours @ \$47.74 per hour	\$3,819
Administrative Support Staff (mailings) Estimated at 140 hours @ \$16.44 per hour	\$2,302
Disaster Response - Field Staff Estimated at 400 hours @ \$22.28 per hour	\$8,912
<b>Salaries Subtotal:</b>	<b>\$15,033</b>

Benefits

Calculated at 28% of salaries \$4,209

Administrative Indirect Cost

Calculated at 21% of Personnel Cost \$4,041

**Subtotal Personnel Costs: \$23,283**

Telephone

1(800) Toll-free service  
Twelve months @ \$165 per month \$1,980

Postage

1lb. 6oz. Packages: 1,000 @ \$4.07 \$4,070  
11oz Packages: 500 @ \$2.75 \$1,375

Mailing Materials/Office Supplies

\$310

ENLA Related training and exercises

\$561

**Subtotal Non-Personnel Costs: \$8,296**

**Total Estimated Budget: \$31,579**

CEO - OEM

**PROJECTED COSTS AND SERVICE FEES SECTION 5.9  
12 MONTH PERIOD JANUARY 1 - DECEMBER 31, 2009**

**Personnel Costs (Adjusted Annually)**

Salaries

Telecommunications Manager and Programming Staff Estimated at 80 hours @ \$47.74 per hour	\$3,819
Administrative Support Staff (mailings) Estimated at 140 hours @ \$16.44 per hour	\$2,302
Disaster Response - Field Staff Estimated at 400 hours @ \$22.28 per hour	\$8,912
<b>Salaries Subtotal:</b>	<b>\$15,033</b>

Benefits

Calculated at 28% of salaries	\$4,209
-------------------------------	---------

Administrative Indirect Cost

Calculated at 21% of Personnel Cost	\$4,041
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<b>Subtotal Personnel Costs:</b>	<b>\$23,283</b>
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Telephone

1(800) Toll-free service Twelve months @ \$165 per month	\$1,980
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Postage

1lb. 6oz. Packages: 1,000 @ \$4.07	\$4,070
11oz Packages: 500 @ \$2.75	\$1,375

Mailing Materials/Office Supplies

\$310
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ENLA Related training and exercises

\$561
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<b>Subtotal Non-Personnel Costs:</b>	<b>\$8,296</b>
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<b><u>Total Estimated Budget:</u></b>	<b>\$31,579</b>
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### **DCSS – WorkSource California**

211 LA County will provide information and referral to jobseekers and potential employers to WorkSource California centers within the Los Angeles County area. The public will dial toll-free Worksource California 1(888) 226-6300 number that will automatically connect and be answered by 211 staff Monday through Friday from 8:00am to 8:00pm. A recorded message will be available after-hours.

- Call volume is not expected to exceed 200 calls per month.
- The cost for 200 calls will be a flat minimum fee of \$2,700 per month for up to 200 calls per month.
- Calls in excess of 200 in any given month will be billed at the rate of \$12 per call in addition to the minimum \$2,700 monthly fee.

CSS will have ownership and be responsible for the maintenance and cost of the 1(888) 226-6300 toll-free line.

PINK

BOARD OF SUPERVISORS OFFICIAL COPY

76R 352M 11/83

COUNTY OF LOS ANGELES

REQUEST FOR APPROPRIATION ADJUSTMENT

DEPT'S. No. 060

DEPARTMENT OF CHIEF EXECUTIVE OFFICE

OCTOBER 14 2008

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 EXECUTIVE OFFICER FOR HIS RECOMMENDATION OR ACTION.

ADJUSTMENT REQUESTED AND REASONS THEREFOR

FY 2008-09 3 - VOTES

SOURCES

PROVISIONAL FINANCING USES - VARIOUS Services and Supplies A01-CB-2000-13749-13760 \$78,000

USES

PUBLIC SOCIAL SERVICES - ADMINISTRATION Services and Supplies A01-SS-2000-25900 \$78,000

APPROPRIATION DECREASE

APPROPRIATION INCREASE

JUSTIFICATION

Transfer \$78,000 from the Provisional Financing Uses budget to the Department of Public Social Services' Administrative budget for cost associated with the 211 Information Line.

ADOPTED BOARD OF SUPERVISORS COUNTY OF LOS ANGELES

12

OCT 21 2008

Ed Corser, Manager CEO

CHIEF EXECUTIVE OFFICER'S REPORT

SACHI A. HAMAI EXECUTIVE OFFICER

REFERRED TO THE CHIEF EXECUTIVE OFFICER FOR -

ACTION

APPROVED AS REQUESTED

AS REVISED

RECOMMENDATION

AUDITOR-CONTROLLER BY

APPROVED (AS REVISED): BOARD OF SUPERVISORS

20

NO. 045

Oct 7 20 08

BY

DEPUTY COUNTY CLERK

12 of OCT 21 2008

SEND 6 COPIES TO THE AUDITOR-CONTROLLER