



FESIA A. DAVENPORT
Chief Executive Officer

County of Los Angeles CHIEF EXECUTIVE OFFICE OPERATIONS CLUSTER

DATE: May 5, 2021
TIME: 2:00 p.m. – 4:00 p.m.
LOCATION: **TELECONFERENCE CALL-IN NUMBER: 1(323)776-6996**
TELECONFERENCE ID: 605696861#

To join via phone, dial 1(323)776-6996, then press 605696861#.

YOU CAN ALSO JOIN THIS MEETING BY CLICKING ON THE FOLLOWING LINK:

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DUE TO THE CLOSURE OF ALL COUNTY BUILDINGS, MEMBERS OF THE PUBLIC WILL NEED TO CALL IN TO PARTICIPATE IN THE MEETING.

AGENDA

Members of the Public may address the Operations Cluster on any agenda item after all Informational Items are presented.
Two (2) minutes are allowed for each item.

1. **Call to order – Tamela Omoto-Frias/Anthony Baker**
2. **INFORMATIONAL ITEM(S):**
(5 minutes)
 - A) Board Letter:
AUTHORIZE THE CHIEF EXECUTIVE OFFICER TO APPLY ON BEHALF OF THE COUNTY FOR THE 2-1-1 DIALING CODE AUTHORITY WITH THE STATE OF CALIFORNIA PUBLIC UTILITIES COMMISSION
CEO/SI – Emy Tzimoulis, CEO Manager and
Gevik Shahverdian, CEO Senior Analyst
3. **PRESENTATION/DISCUSSION ITEMS:**
None available.

CONTINUED ON PAGE 2

4. **Public Comment**
(2 minutes each speaker)

5. **Adjournment**

FUTURE AGENDA TOPICS

CALENDAR LOOKAHEAD:

None available.

BOARD LETTER/MEMO – FACT SHEET OPERATIONS CLUSTER

 Board Letter

 Board Memo

 Other

OPS CLUSTER AGENDA REVIEW DATE	5/5/2021	
BOARD MEETING	6/1/2021	
DELEGATED AUTHORITY BOARD LETTER	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Supervisory district affected	All Districts	
DEPARTMENT	Chief Executive Office- Service Integration Branch	
SUBJECT	AUTHORIZE THE CHIEF EXECUTIVE OFFICER TO APPLY ON BEHALF OF THE COUNTY FOR THE 2-1-1 DIALING CODE AUTHORITY WITH THE STATE OF CALIFORNIA PUBLIC UTILITIES COMMISSION	
PROGRAM		
SOLE SOURCE CONTRACT	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
	If Yes, please explain why:	
DEADLINES/ TIME CONSTRAINTS	Current contract ends 12/31/21	
COST & FUNDING	Total cost: \$	Funding source:
	TERMS (if applicable):	
	Explanation:	
PURPOSE OF REQUEST	<ol style="list-style-type: none"> 1. Authorize the CEO, or her designee, to submit an application to CPUC requesting authority over 2-1-1. 2. Direct the CEO to submit a Letter of Support (LOS) on behalf of the Board of Supervisors (Board) that will be attached to the application. 	
BACKGROUND (include internal/external issues that may exist)	<p>2-1-1 LA County (211) is a call center that provides Information and Referral (I&R) Program services to LA County residents. The current 211 contract (Contract) was competitively solicited and awarded to the Information and Referral Federation of Los Angeles County, Inc., dba 211 LA County (211 LA), for a two-year term, ending on December 31, 2021. The Contract was amended several times through Delegated Authority (DA) granted by the Board of Supervisors (Board) to the CEO, and its maximum contract sum is \$21,883,337. The Contract is funded by six departments (DCFS, DPSS, DHS, DMH, DPH, WDACS), and the CEO, and it is set to expire on December 31, 2021. Under this Contract, 211 LA is expected to handle a minimum of 390,000 calls per year.</p>	
DEPARTMENTAL AND OTHER CONTACTS	Name, Title, Phone # & Email: Emy Tzimoulis, Manager, CEO-Service Integration Branch 213-974-4603 ETzimoulis@ceo.lacounty.gov or Gevik Shahverdian, Sr. Analyst, (213) 974-1334, GShahverdian@ceo.lacounty.gov	



County of Los Angeles CHIEF EXECUTIVE OFFICE

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

FESIA A. DAVENPORT
Chief Executive Officer

June 1, 2021

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

Dear Supervisors:

**AUTHORIZE THE CHIEF EXECUTIVE OFFICER TO APPLY
ON BEHALF OF THE COUNTY FOR THE 2-1-1 DIALING CODE AUTHORITY WITH
THE STATE OF CALIFORNIA PUBLIC UTILITIES COMMISSION
(ALL DISTRICTS - 3 VOTES)**

SUBJECT

Authorize the Chief Executive Officer (CEO), or her designee, to submit an application to the California Public Utilities Commission (CPUC), as the State's 2-1-1 dialing code (2-1-1) regulatory body, requesting the authority over 2-1-1 to be granted to Los Angeles County (County).

IT IS RECOMMENDED THAT THE BOARD:

1. Authorize the CEO, or her designee, to submit an application to CPUC requesting the authority over 2-1-1.
2. Direct the CEO to submit a Letter of Support (LOS) on behalf of the Board of Supervisors (Board) that will be attached to the application.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTIONS

Upon the Board's approval and consistent with CPUC policy, the County will submit an application to request that authority over 2-1-1 be transferred from the current Information and Referral (I&R) services provider, to the County as the governmental body that is responsible for providing I&R services to its residents. Approval of the County's application will result in the County being granted the authority and control over how 2-1-1 can be used, and by whom. Additionally, this authority allows the County to

Board of Supervisors
HILDA L. SOLIS
First District

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Second District

SHEILA KUEHL
Third District

JANICE HAHN
Fourth District

KATHRYN BARGER
Fifth District

designate its I&R service provider. Currently, the 2-1-1 authority is designated to the County's existing I&R provider for an indefinite period of time.

Background

Countywide I&R Services

Through an I&R contract, the County provides for a 2-1-1 call center that delivers general and specialized I&R services to County residents. The current I&R contract was competitively solicited and awarded to the Information and Referral Federation of Los Angeles County, Inc., dba 211 LA County (211 LA), for a two-year term and a total contact cost of \$18,674,208. The contract is funded by six departments: the Departments of Children and Family Services (DCFS); Health Services; Mental Health (DMH); Public Health; Public Social Services; Workforce Development, Aging and Community Services (WDACS); and the CEO.

Services rendered include:

1. Ensuring callers are directly connected to a service provider who can address their needs (*warm hand-off*) on all crisis, abuse, and neglect calls, including those for DCFS's Child Abuse Hotline; WDACS's Elder Abuse Hotline; DMH's ACCESS Hotline; and the Safely Surrendered Baby Hotline;
2. Assisting residents with unincorporated community services/code enforcement requests and conducting similar *warm hand-off* to appropriate departmental representatives;
3. Providing I&R program services to constituents seeking assistance through the America's Job Centers of California, Area Agency on Aging, and LA Found Hotlines, which are all funded by WDACS;
4. Making emergency information and resources available to the public whenever the County's Emergency Operations Center is activated, or a significant emergency is impacting the County; and
5. Delivering services through special projects, such as: DCFS's Family Reunification Housing Subsidy Initiative; DCFS's Early Education Enrollment and Care Coordination; WDACS's Anti-Hate Campaign; CEO's Homeless Initiative Countywide Outreach System; and DMH's Community Schools Initiative.

Historical Events

Below is a brief chronology of events related to I&R services in the County:

- In 1980, the Board adopted the first Countywide I&R contract with 211 LA, then known as Info Line, to provide I&R services to County residents.
- On October 16, 2003, CPUC approved 211 LA's application, as the sole I&R service provider for the County, accompanied with the Board's LOS.
- In 2005, the County executed the first in a series of sole source contracts with 211 LA.
- In 2017, Board offices asked the CEO to initiate a Request for Information (RFI) process to gauge the state of the I&R industry, and the use of technology and other efficiencies, and explore the availability of other providers, their qualifications and capabilities. This RFI resulted in issuing a Request for Proposal (RFP) in 2017.
- On January 1, 2020, and as a result of the 2017 RFP, the County awarded 211 LA with the current short-term contract, which will expire on December 31, 2021, to ensure continuity of I&R services and to allow time to develop requirements for a reimagined and technology-driven I&R service model.
- On February 11, 2021, the CEO released a new RFP containing new requirements developed and informed by input received from several departments and best practices from across the country.

The CEO is targeting late 2021 to conclude the current RFP process for a new I&R contract, which may or may not result in the selection of a different provider. Obtaining the authority over 2-1-1 prior to the awarding of the new contract will allow the County designate the selected vendor and include this provision within the new contract.

CPUC's approval of the County's request will not hinder the ability of the current or any future contractor(s) to deliver I&R services to County residents. Further, the application process is consistent with the opinion expressed by the Commission in its 2003 decision, which stated that "[t]he Commission should defer heavily to the judgment and expertise of county government for the selection of the county's comprehensive I&R provider."

Implementation of Strategic Plan Goals

The recommended action is consistent with all three goal areas of the County Strategic Plan: Goal No. 1 - *Make Investments That Transform Lives*: We will aggressively address society's most complicated social, health, and public safety challenges. We want to be a highly responsive organization capable of responding to complex societal challenges – one person at a time; Goal No. 2 - *Foster Vibrant and Resilient Communities*: Our investments in the lives of County residents are sustainable only when grounded in strong communities. We want to be the hub of a network of public-private partnering entities supporting vibrant communities; and Goal No. 3 - *Realize Tomorrow's Government Today*: Our increasingly dynamic and complex environment challenges our collective abilities to respond to public needs and expectations. We want to be an innovative, flexible, effective, and transparent partner focused on public service and advancing the common good.

FISCAL IMPACT/FINANCING

There will be no fiscal impact.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

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

The Federal Communications Commission (FCC) issued Order FCC 00-256, reserving 2-1-1 for non-emergency I&R services and delegating certain related regulation to the states. In response to that FCC Order, CPUC issued Decision 03-02-029, which established the procedures for implementing 2-1-1 in California. Pursuant to CPUC Decision 03-02-029, the County may apply to be designated as the 2-1-1 Authority in Los Angeles County.

IMPACT ON CURRENT SERVICES

All I&R services provided under the current contract will continue without interruption or changes. All crisis services, such as Elder Abuse, Child Abuse, and Mental Health crisis needs will continue to be provided twenty-four (24) hours a day, seven (7) days a week.

The Honorable Board of Supervisors
June 1, 2021
Page 5

Respectfully submitted,

FESIA A. DAVENPORT
Chief Executive Officer

FAD:JMN:TJM
EDT:CP:GS:km

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

DRAFT