



Board of Supervisors Family & Social Services Cluster Agenda Review Meeting

DATE: May 21, 2025

TIME: 1:30PM

MEETING CHAIRS: Monica Banken, 5th Supervisorial District

CEO MEETING FACILITATOR: Claudia Alarcon

THIS MEETING IS HELD UNDER THE GUIDELINES OF BOARD POLICY 3.055.

To participate in the meeting in-person, the meeting location is:

Kenneth Hahn Hall of Administration

500 West Temple Street

Los Angeles, California 90012

Room 140

To participate in the meeting virtually, please call teleconference number

1 (323) 776-6996 and enter the following 995 916 944# or

[Click here to join the meeting](#)

For Spanish Interpretation, the Public should send emails within 48 hours in advance of the meeting to: ClusterAccommodationRequest@bos.lacounty.gov

Members of the Public may address the Family & Social Services Cluster on any agenda item during General Public Comment.

The meeting chair will determine the amount of time allowed for each item.

THIS TELECONFERENCE WILL BE MUTED FOR ALL CALLERS. PLEASE DIAL *6 TO UNMUTE YOUR PHONE WHEN IT IS YOUR TIME TO SPEAK.

- I. **Call to Order**
- II. **Consent Item(s)** (Any Information Item is subject to discussion and/or presentation at the request of two or more Board offices):
 - a. **Aging and Disabilities Department:** Request Authorization to Award and Execute Fiscal Year 2025-26 Subawards for Elderly Nutrition Program Services.
 - b. **Department of Children and Family Services:** Request to Approve Sole Source Amendments to Extend the Transitional Housing Program-Plus Contracts.
- III. **Presentation/Discussion Items:**
 - a. **Chief Executive Office/ Policy Implementation and Alignment Branch:** Request Approval of New Sole Source Agreement with the Information and Referral Federation of Los Angeles County, Inc., DBA 211 LA County for Information and Referral Services Using the 2-1-1 Dialing Code.
- IV. **Public Comment**
- V. Standing item(s) and those continued from a previous meeting of the Board of Supervisors or from a previous FSS Agenda Review meeting.

VI. Adjournment

IF YOU WOULD LIKE TO EMAIL A COMMENT ON AN ITEM ON THE FAMILY & SOCIAL SERVICES CLUSTER AGENDA, PLEASE USE THE FOLLOWING EMAIL ADDRESS AND INCLUDE THE AGENDA NUMBER YOU ARE COMMENTING ON:

Family_Social_Services@ceo.lacounty.gov

BOARD LETTER/MEMO CLUSTER FACT SHEET

☒ Board Letter

☐ Board Memo

☐ Other

CLUSTER AGENDA REVIEW DATE	5/21/2025	
BOARD MEETING DATE	6/10/2025	
SUPERVISORIAL DISTRICT AFFECTED	<input checked="" type="checkbox"/> All <input type="checkbox"/> 1 st <input type="checkbox"/> 2 nd <input type="checkbox"/> 3 rd <input type="checkbox"/> 4 th <input type="checkbox"/> 5 th	
DEPARTMENT(S)	Aging and Disabilities (AD)	
SUBJECT	The County of Los Angeles (County), Aging and Disabilities Department (AD) seeks approval and delegated authority to award and execute the Elderly Nutrition Program (ENP) Subawards with seven (7) competitively procured service providers (Subrecipients), for the following nine (9) service areas (Regions): East Gateway Cities Region, Mid Gateway Cities Region, San Gabriel Valley Region, San Fernando Valley Region, Santa Clarita Valley Region, South Bay Region, West Gateway Cities Region (including Central Los Angeles Region), Westside Cities Region, and Antelope Valley Region, and execute amendments with these Subrecipients, as needed, during the Subaward term.	
PROGRAM	Elderly Nutrition Program (ENP)	
AUTHORIZES DELEGATED AUTHORITY TO DEPT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
SOLE SOURCE CONTRACT	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please explain why: N/A	
SB 1439 SUPPLEMENTAL DECLARATION FORM REVIEW COMPLETED BY EXEC OFFICE	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Not Applicable	
DEADLINES/ TIME CONSTRAINTS	None. This is a new Subaward.	
COST & FUNDING	Total cost: \$21,602,700	Funding source: Older Americans Act (OAA) Title III B, Title III C-1 and Title III C-2, and Modernization of Older Californians Act (MOCA)
	TERMS (if applicable): One (1) year with three (3) annual renewal options for a maximum of four (4) years	
PURPOSE OF REQUEST	AD conducted a competitive Request for Proposals (RFP) solicitation on February 4, 2025. Upon your Board's approval, we intend to award and execute Subawards to the following seven (7) successful Proposers: Human Services Association, Jewish Family Service of Los Angeles, ONEgeneration, Southeast Area Social Services Funding Authority, Santa Clarita Valley Committee on Aging Corporation, Young Men's Christian Association of Metropolitan Los Angeles, and YWCA of San Gabriel Valley. The term of the	

	subawards will be effective July 1, 2025 through June 30, 2026, with AD having the sole option to extend the Subaward term for three (3) annual renewal options for a maximum of total Subaward term of four (4) years.
BACKGROUND (include internal/external issues that may exist including any related motions)	The County administers an array of federal, State, and local social service programs for the benefit of Los Angeles County residents. In this capacity, County has been designated by the State funding authority, California Department of Aging (CDA or State), to operate as the Area Agency on Aging for Planning and Service Area 19 (AAA PSA 19), which allows the County to provide various program services within the geographic areas of Los Angeles County (excluding the City of Los Angeles, which is served by another public entity). ENP is one of these programs and it is designed to help to ensure the health, dignity, and independence of older individuals by providing quality meals and related services to those who are in greatest need.
EQUITY INDEX OR LENS WAS UTILIZED	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please explain how: AD receives Older Americans Act (OAA) funding from the California Dept. of Aging (CDA). The Older Americans Act places emphasis in providing services to older individuals who have greatest economic and social need including individuals residing in rural areas.
SUPPORTS ONE OF THE NINE BOARD PRIORITIES	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please state which one(s) and explain how:
DEPARTMENTAL CONTACTS	Name, Title, Phone # & Email: Victoria Jump, Assistant Director, (213) 856-1219, VJump@ad.lacounty.gov

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GET IN TOUCH

510 S. Vermont Avenue, Suite 1100
Los Angeles, CA 90020
ad.lacounty.gov
info@ad.lacounty.gov

Aging & Adult Information & Assistance Line:

(800) 510-2020

Report Elder Abuse:

(877) 477-3646

Community & Senior Centers:

(800) 689-8514

Disability Information &

Access Line:

(888) 677-1199

June 10, 2025

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:

**AUTHORIZATION TO AWARD AND EXECUTE
FISCAL YEAR 2025-26 SUBAWARDS FOR
ELDERLY NUTRITION PROGRAM SERVICES**

**(ALL SUPERVISORIAL DISTRICTS)
(3-VOTES)**

SUBJECT

The County of Los Angeles (County) Aging and Disabilities Department (AD) seeks approval and delegated authority to award and execute the Elderly Nutrition Program (ENP) Subaward with seven (7) competitively procured service providers (Subrecipients), for the following nine (9) service areas (Regions): East Gateway Cities Region, Mid Gateway Cities Region, San Gabriel Valley Region, San Fernando Valley Region, Santa Clarita Valley Region, South Bay Region, West Gateway Cities Region (including Central Los Angeles Region), Westside Cities Region, and Antelope Valley Region, and execute amendments with these Subrecipients, as needed, during the Subaward term.

IT IS RECOMMENDED THAT YOUR BOARD

1. Approve and authorize AD's Director or designee, to award and execute the ENP Subawards for the term effective July 1, 2025 through June 30, 2026, and subsequently execute up to three (3) annual renewal options for a maximum total Subaward term of four (4) years with the seven (7) Subrecipients, in the combined estimated annual amount of \$21,602,700 (see Attachment I). Allocations to the Subrecipients will be subject to



the availability of funding and are contingent upon each Subrecipient's performance in meeting the goals of ENP, as well as each Subrecipient's adherence to its Subaward terms. AD will obtain County Counsel approval as to the form of the Subawards prior to their execution and will provide written confirmation to Chief Executive Officer (CEO) within thirty (30) working days of completing this action.

2. Approve and authorize AD's Director, or designee, to execute amendments with these Subrecipients, which serve the best interests of the County during the Subaward term as follows: 1) add new, relevant, or updated federal, State, County Subaward and/or other terms and conditions; and, 2) increase or decrease the Subaward amounts (including but not limited to baseline funds, one-time-only funds, and/or supplemental monies), which may exceed ten percent (10%) of the Maximum Subaward Sum, in response to the availability of funding and/or based on Subrecipient's performance provided that: (a) the total allocation does not exceed available funding; (b) AD obtains County Counsel approval as to the form of the amendment prior to any such amendment; and, (c) AD provides written confirmation to the CEO within thirty (30) working days of completing this action.
3. Delegate authority to the Director of AD, or designee, to terminate Subawards with Subrecipient upon their request, and those that have closed or are in default of their Subaward requirement, for subrecipient default or for the convenience of the County, provided: a) County Counsel approval is obtained prior to termination of the Subaward, and b) the Director of AD, or designee, notifies the Board and the CEO in writing within ten (10) business days after such termination.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION(S)

The California Department of Aging (CDA or State) has designated AD to operate as an Area Agency on Aging (AAA) for all geographic areas of the County, except for the City of Los Angeles, which is served by another government entity. AD receives funding from CDA to administer various social service programs, including ENP, which AD contracts to service providers that AD has divided into the following nine (9) Regions: East Gateway Cities Region, Mid Gateway Cities Region, San Gabriel Valley Region, San Fernando Valley Region, Santa Clarita Valley Region, South Bay Region, West Gateway Cities Region (including Central Los Angeles Region), Westside Cities Region, and Antelope Valley Region. ENP services include congregate meals for mobile older adult clients (age 60 and above), home delivered meals to homebound clients, and grab-n-go meals for clients who need a meal but choose not to have it at the congregate site.

AD conducted a competitive Request for Proposals (RFP) solicitation on February 4, 2025. Upon your Board's approval, we intend to award and execute Subawards to the

following seven (7) successful Proposers: Human Services Association, Jewish Family Service of Los Angeles, ONEgeneration, Southeast Area Social Services Funding Authority, Santa Clarita Valley Committee on Aging Corporation, Young Men's Christian Association of Metropolitan Los Angeles, and YWCA of San Gabriel Valley.

IMPLEMENTATION OF STRATEGIC PLAN

The recommended actions support the following Countywide Strategic Plan Goals:

- North Star 1, Focus Area Goal A, Strategy 2 (Improve Health Outcomes) by promoting comprehensive, inclusive, culturally-responsive competent care, healthy lifestyles, and the improvement of physical health outcomes; and Focus Area Goal D, Strategy 7 (Older Adults & People with Disabilities) by supporting purposeful aging, enhancing service delivery and care, promoting accessibility, and championing an environment where the needs, health, well-being, and rights of older adults, people with disabilities, and those who are dependent are prioritized.
- North Star 2, Focus Area Goal A, Strategy 1 (Population Based Health) by focusing on our County health systems to improve health outcomes of individuals and communities with an emphasis on providing quality, accessible, and culturally responsive services; and Focus Area Goal E, Strategy 1 (Community-Based Institutions & Organizations) by strengthening the capacity, role, and partnerships with community-based institutions and organizations to help serve our communities and strengthen the social fabric within them.

FISCAL IMPACT/FINANCING

The ENP is financed with Older Americans Act (OAA) monies including OAA Title III B (Supportive Services and Senior Centers), Title III C-1 (Nutrition Services), Title III C-2 (Nutrition Services), and Nutrition Services Incentive Program funds. The OAA monies originate from the federal grantor agency, United States Department of Health and Human Services (HHS). The OAA authorizes HHS to grant the federal monies to CDA, the State pass-through entity, and CDA provides this funding to AD to operate the Program. Additionally, AD received funds from the State General Fund in response to the AAA network's legislative proposal, Modernization of Older Californians Act (MOCA), which are intended to enhance and expand services, including supporting and maintaining nutrition services for California's rapidly growing and diverse older adult population. The MOCA funds are available through March 31, 2029.

The ENP funding for the first year of the Subaward term (Fiscal Year 2025-26 OAA and MOCA) is an estimated \$21,602,700. These funds will be included in AD's Fiscal Year 2025-26 Final Adopted Budget. The requested Board authority will allow AD to allocate the OAA funds annually for an estimated total four (4) years (which includes three (3) annual options to renew), and the MOCA funds which are available through March 31, 2029. Funding levels beyond the first year will be contingent upon available funding and

will vary as such. In cases where funding levels are reduced, service levels will be adjusted accordingly.

Federal funding for ENP has been assigned an Assistance Listing Number (ALN) program number as follows:

- OAA Title III B Funds: 93.044 (Special Programs for the Aging-Title III, Part B – Grants for Supportive Services and Senior Centers); Federal grantor is HHS
- OAA Title III C Funds (which includes Title III C-1 and Title III C-2): 93.045 (Special Programs for the Aging-Title III, Part C – Nutrition Services); Federal grantor is HHS
- OAA Nutrition Services Incentive Program Funds: 93.053 (Nutrition Services Incentive Program); Federal grantor is HHS

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Subrecipients are in compliance with all Board and County requirements. The Subawards include standard County terms and conditions in addition to federal and State terms and conditions that are required for AD to administer/operate these programs. County Counsel has confirmed that these Subawards are not subject to the requirements for Proposition A in which living wage laws would be applicable. AD will obtain County Counsel approval as to the form of the Subaward prior to its execution and/or amendment.

The original term of these Subawards will commence on July 1, 2025 through June 30, 2026, with AD having the sole option to extend these Subawards term for three (3) annual renewal options for a maximum total Subaward term of four (4) years.

CONTRACTING PROCESS

On February 4, 2025, AD released a competitive RFP solicitation (in accordance with federal, State, and County procurement standards) under proposal number AAA/MOCA-ENP-2526 RFP. AD was seeking qualified Proposers to provide ENP services Countywide, excluding the City of Los Angeles, which is served by another public agency. Notification of this release occurred as follows:

- Newspaper Publication: AD advertised the RFP in the following newspapers general circulation in Los Angeles County and bordering counties: Los Angeles Times; Daily News; San Gabriel Valley Tribune; Long Beach Press Telegram; Torrance Daily Breeze; Orange County Register; and La Opinion.
- Posting on Internal Services Department (ISD)/Office of Small Business (OSB) Website: In accordance with County requirements, AD posted notification of the RFP

on the ISD website (which also meets the requirement to post on the OSB website) using multiple commodity/service codes associated with ENP Services. Based on WebVen registered vendors associated with those commodity/service codes, this notification was sent to approximately 4,423 potential Proposers.

- GovDelivery Notifications: AD utilizes GovDelivery, a web-based email subscription management system, which includes approximately 4,230 vendors that have signed up to receive news and information pertaining to contracting opportunities with AD. These vendors were notified regarding the release of this RFP.

A mandatory Proposers' conference was held to address questions received from potential Proposers, and no protests were received in response to the solicitation requirements.

AD received thirteen (13) proposals in response to the RFP. In accordance with County requirements, the proposals were reviewed and three (3) were determined to be unresponsive and ten (10) were determined to be responsive and responsible. Evaluations were conducted by teams comprised of individuals from AD, who were subject matter experts in various areas including program operations, contract development, and finance/accounting. There were no protests in response to these evaluations and the recommendation of the awards.

In accordance with Board Policy 5.130 (Contracting with Community Business Enterprise Firms) requiring disclosure of information pertaining to Community Business Enterprise (CBE) firms, AD has reflected this information in Attachment II. On final analysis and consideration of these awards, the successful Proposers were selected without regard to race, creed, or color.

MONITORING REQUIREMENTS

Administrative, programmatic, and fiscal monitoring of the Subrecipients will be conducted on an annual basis to ensure Subaward compliance. Administrative and programmatic monitoring are completed by AD's Compliance Division. Fiscal monitoring is conducted by an approved vendor procured through the Los Angeles County Auditor-Controller's Master Agreement for As-Needed Contract Audits/Studies.

IMPACT ON CURRENT SERVICES

Approval of the recommended actions will allow for the continued provision of ENP services to clients in the areas served by these Subrecipients. These services provide vital support to and resources to the residents of Los Angeles County (excluding the City of Los Angeles). As such, it is in the County's best interest to execute these subawards.

The Honorable Board of Supervisors

June 10, 2025

Page 6

CONCLUSION

Upon your approval of the recommended actions, AD's Director, or designee, will proceed to execute the Subaward, and any future amendments as noted herein. Should you have any questions, please contact me directly, or your staff may contact Victoria Jump, Assistant Director, at VJump@ad.lacounty.gov.

Respectfully Submitted,

DR. LAURA TREJO

Director

LT:LS:VJ:MT:IP:bf

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors

Enclosure

ATTACHMENT I

Fiscal Year (FY) 2025-26 Elderly Nutrition Program (ENP) Allocations

SUBRECIPIENT	REGION	SD	ALLOCATION AMOUNT ⁽¹⁾		TOTAL	ESTIMATED NUMBER OF MEALS TO BE SERVED
			OAA	MOCA		
HSA	West Gateway Cities (including Central Los Angeles)	1, 2, 4	\$2,334,800	\$472,300	\$2,807,100	297,000
	Mid Gateway Cities	4	\$2,952,100	\$596,900	\$3,549,000	453,400
JFS	Westside Cities	2, 3	\$871,200	\$176,200	\$1,047,400	91,700
ONEgeneration	San Fernando Valley	3, 5	\$516,300	\$104,200	\$620,500	74,300
SASSFA	East Gateway Cities	1, 4	\$1,369,100	\$276,900	\$1,646,000	107,000
SCVCOA	Antelope Valley	5	\$2,252,600	\$455,800	\$2,708,400	102,500
	Santa Clarita Valley	5	\$1,684,800	\$340,900	\$2,025,700	224,000
YMCA	South Bay	2, 4	\$1,079,600	\$218,400	\$1,298,000	147,000
YWCA of SGV	San Gabriel Valley	1, 4, 5	\$4,908,000	\$992,600	\$5,900,600	695,200
GRAND TOTAL			\$17,968,500	\$3,634,200	\$21,602,700	2,192,100

Note:

(1) The FY 2025–26 allocations were determined through an analysis of historical data and service delivery needs across all regions. By comparing this data across regions, funding was assigned to ensure fair and proportionate allocations.

Legend of Proposer Names:

HSA: Human Services Association
JFS: Jewish Family Service of Los Angeles
SASSFA: Southeast Area Social Services Funding Authority
SCVCOA: Santa Clarita Valley Committee on Aging Corporation
YMCA: Young Men's Christian Association of Metropolitan Los Angeles
YWCA of SGV: YWCA of San Gabriel Valley

Attachment II

Los Angeles County Aging & Disabilities Department Community Business Enterprise Program Information

FIRM INFORMATION *		Human Services Association	Jewish Family Service of Los Angeles	ONE Generation	Southeast Area Social Services Funding Authority	Santa Clarita Valley Committee on Aging Corporation	Young Men's Christian Association of Metropolitan Los Angeles	YWCA of San Gabriel Valley
BUSINESS STRUCTURE		Non-Profit	Non-Profit	Non-Profit	Joint Powers Agency	Non- Profit	Non-Profit	Non-Profit
CULTURAL/ETHNIC COMPOSITION		NUMBER / % OF OWNERSHIP						
OWNERS/PARTNERS/BOARD	Black/African American	0 %	0 %	6 %	0 %	8 %	12 %	8 %
	Hispanic / Latino	86 %	4 %	52 %	50 %	0 %	17 %	67 %
	Asian / Pacific Islander	14 %	0 %	9 %	0 %	15 %	9 %	15 %
	American Indian	0 %	0 %	0 %	0 %	0 %	0 %	2 %
	Subcontinent Asian	0 %	0 %	4 %	0 %	0 %	0 %	0 %
	White	0 %	96 %	29 %	50 %	77 %	62 %	8 %
	Female (Included Above)	57 %	52 %	83 %	17 %	62 %	19 %	87 %

* Information was provided by Proposers in response to the RFP (AAA/MOCA-ENP-2526 RFP). On final analysis and consideration of award, successful Proposers were selected without regard to race, creed, or color.

BOARD LETTER/MEMO CLUSTER FACT SHEET

☒ Board Letter

☐ Board Memo

☐ Other

CLUSTER AGENDA REVIEW DATE	5/14/2025	
BOARD MEETING DATE	6/10/2025	
SUPERVISORIAL DISTRICT AFFECTED	<input checked="" type="checkbox"/> All <input type="checkbox"/> 1 st <input type="checkbox"/> 2 nd <input type="checkbox"/> 3 rd <input type="checkbox"/> 4 th <input type="checkbox"/> 5 th	
DEPARTMENT(S)	Department of Children and Family Services (DCFS)	
SUBJECT	Request to Approve Sole Source Amendments to Extend the THP-Plus Contracts	
PROGRAM	Transitional Housing Program-Plus (THP-Plus)	
AUTHORIZES DELEGATED AUTHORITY TO DEPT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
SOLE SOURCE CONTRACT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	If Yes, please explain why: This is considered a Sole Source Amendment to 15 existing THP-Plus contracts because the Department no longer has the delegated authority to extend the contracts, and an extension is needed to complete the pending solicitation process.	
SB 1439 SUPPLEMENTAL DECLARATION FORM REVIEW COMPLETED BY EXEC OFFICE	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Not Applicable	
	If unsure whether a matter is subject to the Levine Act, email your packet to EOLevineAct@bos.lacounty.gov to avoid delays in scheduling your Board Letter.	
DEADLINES/ TIME CONSTRAINTS	The current contract ends on June 30, 2025.	
COST & FUNDING	Total cost: \$8,542,800	Funding source: 100% State THP funds
	TERMS (if applicable): Annual funding	
	Explanation:	
PURPOSE OF REQUEST	To extend the THP-Plus contracts effective July 1, 2025 to June 30, 2026 while the THP-Plus Request for Proposals (RFP) solicitation is in progress.	
BACKGROUND (include internal/external issues that may exist including any related motions)	The THP-Plus program is a State optional transitional housing program for former foster youth (including eligible Probation youth) ages 18 up to 24, or for 24 months, whichever comes first. However, in 2015, Los Angeles County opted into Senate Bill 1252 (SB 1252), which allows youth to remain in the THP-Plus program for 36-months or up to age 25, if they are enrolled in secondary or post-secondary education. In Fiscal Year 2022-2023 the contract was amended to change the parameters of the program to 18 up to 25, or for 36 months, whichever comes first. This amendment also changed the rate of the program to \$3,000 a month for single participants and \$3,300 a month for parenting participants. The Countywide program provides former foster/probation youth with housing and supportive services to assist in their transition to independence, with a focus and requirement of sustained employment and/or education. The providers are not required to be licensed by the State, but must have an approved provider plan on file with the Supportive Housing Division.	

	<p>On November 18, 2014, the Board of Supervisors approved the current THP-Plus contracts for a term effective December 15, 2014 through December 14, 2015, with an option to extend for up to two additional one-year renewal periods through December 14, 2017, and an additional six-month extension to complete a solicitation or negotiation of a new contract. Subsequent contracts extensions were implemented through June 30, 2020, using Board delegated authority. DCFS and the Probation Department released an RFP for THP-Plus on March 1, 2018. Of the RFPs processed, eight agencies were recommended for the awarding of a contract effective July 1, 2020. The total capacity of the program is 186 beds. On March 31, 2020, the Board of Supervisors approved to execute amendments to THP-Plus contracts to increase the maximum contract sum, to distribute the new funding allocation and to accommodate an increase in units of service. This amendment is needed to extend the contract from July 1, 2025 through June 30, 2025, while the THP-Plus solicitation is in progress.</p>
EQUITY INDEX OR LENS WAS UTILIZED	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Link to ARDI's Equity Lens: https://ceo.lacounty.gov/ardi/ If Yes, please explain how: The program serves underserved and vulnerable population consisting of foster youth and TAY.
FAMILY FIRST PREVENTSION SERVICES ACT (FFPSA) LENS WAS UTILIZED	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes, please explain how:
SUPPORTS ONE OF THE NINE BOARD PRIORITIES	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Link to BOS Priorities: https://ceo.lacounty.gov/category/priorites-initiative/ If Yes, please state which one(s) and explain how: Child Protection and Homelessness, by providing former foster youth a place to live and learn independence.
DEPARTMENTAL CONTACTS	Name, Title, Phone # & Email: Christine Chang, CSA II 213-763-9302 e-mail: changcg@dcfs.lacounty.gov



BRANDON T. NICHOLS
Director

JENNIE FERIA
Chief Deputy Director

County of Los Angeles

DEPARTMENT OF CHILDREN AND FAMILY SERVICES

510 S. Vermont Avenue, Los Angeles, California 90020

(213) 351-5602

Board of Supervisors

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Fifth District

June 10, 2025

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:

REQUEST TO APPROVE SOLE SOURCE AMENDMENTS TO EXTEND THE TRANSITIONAL HOUSING PROGRAM-PLUS CONTRACTS (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)

SUBJECT

The Department of Children and Family Services (DCFS) and the Probation Department (Probation) request the Board's approval of sole source amendments to extend 15 Transitional Housing Program-Plus (THP-Plus) contracts for one year, effective July 1, 2025 through June 30, 2026, to complete the Request for Proposals (RFP) solicitation and selection process.

IT IS RECOMMENDED THAT THE BOARD:

1. Delegate authority to the Director of DCFS and the Chief Probation Officer, or their designee, to execute 15 THP-Plus contract amendments substantially similar to Attachment I, with eight THP-Plus providers listed in Attachment II, effective July 1, 2025 through June 30, 2026. The total projected cost for the one-year extension is approximately \$8,542,800, financed using 100 percent State Transitional Housing Program (THP) funding.
2. Delegate authority to the Director of DCFS and the Chief Probation Officer, or their designee, to execute THP-Plus contract amendments, in the event there is a change in the THP-Plus rate of reimbursement, provided that: (a) County Counsel approval is obtained prior to the execution of the contract amendments; and (b) DCFS notifies the Board and the Chief Executive Office (CEO), in writing, within ten business days of execution.

"To Enrich Lives Through Effective and Caring Service"

3. Delegate authority to the Director of DCFS and the Chief Probation Officer, or their designee, to execute THP-Plus amendments to increase or decrease the Maximum Annual Contract Sum by no more than ten percent to accommodate an increase or decrease in the number of THP-Plus participants to be served, provided that: (a) funding is available, (b) County Counsel approval is obtained prior to the execution of the contract amendments and (c) DCFS notifies the Board and the CEO, in writing, within ten business days of execution.
4. Delegate authority to the Director of DCFS and the Chief Probation Officer, or their designee, to execute THP-Plus contract amendments to incorporate changes as mandated by Federal, State, or Municipal laws, regulations, or court orders, provided that: (a) funding is available, (b) County Counsel approval is obtained prior to the execution of the contract amendments and (c) DCFS notifies the Board and the CEO, in writing, within ten business days of execution.
5. Delegate authority to the Director of DCFS and the Chief Probation Officer, or their designee, to execute THP-Plus contract amendments to increase the Maximum Contract Sum to reallocate funding in the event another contract is terminated for convenience or contractor's default, provided that: (a) funding is available; (b) County Counsel approval is obtained prior to the execution of the contract amendments; and (c) DCFS notifies the Board and the CEO, in writing, within ten business days of execution.
6. Delegate authority to the Director of DCFS and the Chief Probation Officer, or their designee, to prepare and execute amendments to the THP-Plus contracts for changes affecting the scope of work or to any of the terms and conditions included under this contract provided that: (a) amendments are consistent with applicable Federal, State, and County requirements; (b) County Counsel approval is obtained prior to executing the amendments; and (c) DCFS notifies the Board and CEO, in writing, within ten business days of executing such amendment(s).
7. Delegate authority to the Director of DCFS and the Chief Probation Officer, or their designee, to terminate a contract for contractor default or for convenience of the County, provided that: (a) County Counsel approval is obtained prior to termination of the contract; and (b) DCFS notifies the Board and the CEO, in writing, within ten business days of termination of the contract.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The current 15 THP-Plus contracts will expire on June 30, 2025. The extension amendments are needed to ensure that THP-Plus services continue while DCFS completes the RFP solicitation process for new contracts. The recommended actions will enable the County to continue an existing program designed to assist emancipated youth with or without children as they move from dependency to self-sufficiency by providing

housing and supportive services. THP-Plus is a housing placement opportunity for emancipated foster (DCFS/Probation) youth, ages 18-25, who exited foster care at age 18 or older and are at-risk of homelessness. The eligibility of youth was extended to age 25 and up to 36 cumulative months.

DCFS and Probation jointly manage the THP-Plus program. The purpose of THP-Plus is to provide selected independent living opportunities and supportive services throughout Los Angeles County, for eligible THP-Plus participants to practice life skills in a safe environment through supervised housing and supportive services.

The recommended actions will enable Los Angeles County (County) to continue providing independent living opportunities and supportive services to former Foster/Probation youth. Without the approval of the recommended actions, many at-risk youth will not receive the supervised housing and supportive services they need to practice life skills in a safe environment.

On July 25, 2024, DCFS released the RFP to solicit new THP-Plus contracts. All responsive and qualified proposals received are undergoing the evaluation process. The recommended actions will prevent any lapse in services while the solicitation is being completed.

Implementation of Strategic Plan Goals

The recommended action is consistent with the principles of Strategic Plan, North Star I – Make Investments that Transform Lives; Focus Area Goals A. Healthy Individuals and Families, C. Housing and Homelessness, and D. Support Vulnerable Populations.

FISCAL IMPACT/FINANCING

The total projected cost of the one-year extension, effective July 1, 2025 through June 30, 2026, is approximately \$8,542,800, financed using 100 percent State THP funding.

Funds are disbursed on a per-client basis, with limitations set on the number of clients rather than the establishment of an annual maximum contract amount for each contractor. The fixed monthly cost/rate for each THP-Plus participant is \$3,000 for single young adults and \$3,300 for parenting young adults. The program participants' age range from 18 to 25 years old, and the maximum program duration is 36 months.

Funding is included in the Fiscal Year 2025-2026 Budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Approval of these recommendations will enable DCFS and Probation to continue providing THP-Plus services until the RFP process is completed.

On February 12, 2025, DCFS requested approval from the California Department of Social Services (CDSS) to extend the THP-Plus contracts for an additional year until the RFP can be completed. CDSS approved the extension on March 11, 2025.

County Counsel has approved the amendment and Board letter as to form.

Board Policy 5.100, Sole Source Contracts and Amendments, requires that the Board be notified if a department intends to extend the term of the current contract beyond its original term pending solicitation of a replacement system and/or services. DCFS submitted the Notice of Intent to the Board on April 11, 2025.

Sole Source Checklist has been approved by the CEO.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The extension of the 15 THP-Plus contracts will ensure uninterrupted THP-Plus services to youth at risk for homelessness and will help ensure the County's ability to provide supervised housing and supportive services.

The contracts will not infringe upon the role of the County in relationship to its residents, and the County's ability to respond to emergencies will not be impaired. There is no change in risk exposure to the County.

CONCLUSION

Upon approval by the Board of Supervisors, it is requested that the Executive Officer/Clerk of the Board send an adopted stamped copy of the Board Letter and attachments to the Department of Children and Family Services.

Respectfully submitted,

BRANDON T. NICHOLS
Director

GUILLERMO VIERA ROSA
Chief Probation Officer

BTN:JF:CMM:RW
LTI:SS:kw

Attachments

c: Chief Executive Office
Chief Probation Officer
County Counsel
Executive Officer, Board of Supervisors



AMENDMENT NUMBER XX

**TRANSITIONAL HOUSING PROGRAM-PLUS (THP-PLUS)
SPA X**

CONTRACT NUMBER 17-001-XX

WITH

(Contractor)

AMENDMENT NUMBER XX
TRANSITIONAL HOUSING PROGRAM-PLUS (THP-PLUS)
CONTRACT NUMBER 17-001-XX

This Amendment Number XX (hereinafter referred to as "Amendment") to the Transitional Housing Program-Plus (THP-Plus) Contract Number 17-001-XX, (hereinafter referred to as "Contract") is made and entered into at Los Angeles, California this 1st day of July, 2025, by and between the County of Los Angeles (hereinafter referred to as "COUNTY") and XXX, (hereinafter referred to as "CONTRACTOR").

WHEREAS, COUNTY and CONTRACTOR are parties to this Contract, and CONTRACTOR has been providing THP-Plus Services to the County since July 1, 2020; and

WHEREAS, the purpose of this Amendment is to extend the Contract for an additional year from July 1, 2025 through June 30, 2026; and

WHEREAS, this amendment is prepared and executed by COUNTY and CONTRACTOR as set forth in the Contract, Part II, Standard Terms and Conditions, Section 7.0, Changes and Amendments;

NOW THEREFORE, COUNTY and CONTRACTOR mutually agree to the following changes to the Contract to be effective July 1st, 2025, or date of execution, whichever is later:

1. Part I: Unique Terms and Conditions, Section 3.0 – Term, Subsection 3.5.3 is added and reads as follows:

3.5.3 The term of this Contract is July 1, 2025 through June 30, 2026, unless terminated sooner or extended, in whole or in part, as provided in this Contract.
2. Part I: Unique Terms and Conditions, Section 4.0 – Contract Sum, Subsection 4.2.6 is added and reads as follows:

4.2.6 Effective the date of execution of Amendment Number XX, COUNTY shall compensate CONTRACTOR for the services set forth in Exhibit A, Statement of Work, and at the rate of compensation set forth in Exhibit B-1__.
3. Part I: Unique Terms and Conditions, Section 4.0 – Contract Sum, Subsection 4.3.6 is added and reads as follows:

4.3.6 CONTRACTOR shall not exceed the maximum capacity of XX THP-Plus Participants per month (based on full-month placement), effective the date of execution of Amendment Number XX.

4. Part I: Unique Terms and Conditions, Section 5.0 – _____, Subsection 5.11.4 is amended and reads as follows:

5.11.4 Sexual Misconduct Liability: Insurance covering actual or alleged claims for sexual misconduct and/or molestation with limits of not less than \$1 million per claim and \$1 million aggregate, and claims for negligent employment, investigation, supervision, training or retention of, or failure to report to proper authorities, a person(s) who committed any act of abuse, molestation, harassment, mistreatment or maltreatment of a sexual nature.

5. Part II: Standard Terms and Conditions, Section X.XX - Campaign Contribution Prohibition Following Final Decision in Contract Proceeding, is added and reads as follows:

X.XX Campaign Contribution Prohibition Following Final Decision in Contract Proceeding:

Pursuant to [Government Code Section 84308](#), Contractor and its Subcontractors, are prohibited from making a contribution of more than \$250 to a County officer for twelve (12) months after the date of the final decision in the proceeding involving this Contract. Failure to comply with the provisions of [Government Code Section 84308](#) and of this paragraph, may be a material breach of this Contract as determined in the sole discretion of the County.

6. Exhibit B-1__: Pricing Schedule, as attached hereto, is incorporated into the contract for the period of July 1, 2025 through June 30, 2026.
7. Exhibits, Exhibit B-2__, Line Item Budget and Narrative, as attached hereto, is added as part of Exhibit B-2 – Line Item Budget and Narrative for the period of July 1, 2025 through June 30, 2026.

ALL OTHER TERMS AND CONDITIONS OF THE CONTRACT REMAIN IN FULL FORCE AND EFFECT.

**AMENDMENT NUMBER XX
TRANSITIONAL HOUSING PROGRAM-PLUS (THP-PLUS)
CONTRACT NUMBER 17-001-XX**

IN WITNESS WHEREOF, the Board of Supervisors of the COUNTY of Los Angeles has caused this Amendment to be subscribed on its behalf by the Director of the Department of Children and Family Services and Chief Probation Officer and the CONTRACTOR has caused this Amendment to be subscribed on its behalf by its duly authorized officer(s) as of the day, month and year first above written. The person(s) signing on behalf of the CONTRACTOR warrants under penalty of perjury that he or she is authorized to bind the CONTRACTOR in this Contract. This Amendment may be executed in separate counterparts and may be delivered by electronic facsimile; each counterpart, when executed and delivered, shall constitute a duplicate original but all counterparts together shall constitute a single agreement.

COUNTY OF LOS ANGELES

CONTRACTOR

By: _____
Brandon T. Nichols, Director
Department of Children
and Family Services

By: _____
Name: _____
Title: _____

By: _____
Guillermo Viera Rosa,
Chief Probation Officer,
Probation Department

By: _____
Name: _____
Title: _____

Tax Identification Number

APPROVED AS TO FORM
BY THE OFFICE OF THE COUNTY COUNSEL
Dawyn R. Harrison, County Counsel

By: _____
David Beaudet, Senior Deputy County Counsel

**TRANSITIONAL HOUSING PROGRAM-PLUS (THP-Plus)
AMENDMENT NUMBER XX PRICING SCHEDULE**

CONTRACTOR hereby agrees to perform the services, the scope of which is set forth in the above-identified contract for the County of Los Angeles, under all of the terms and conditions specified in the Statement of Work, Exhibits, Performance Requirements Summary, Attachments and Contract.

Prices include all applicable charges and costs associated with receipt, delivery, confirmation, and any other costs necessary in the performance of all tasks outlined in the Statement of Work, Exhibits, Attachments, and Contract.

TRANSITIONAL HOUSING PROGRAM FOR EMANCIPATED FOSTER/PROBATION YOUTH (THP- Plus)	Pro Rata Payment Per Unit of Service
CONTRACTOR shall not exceed the maximum capacity of XX THP-Plus participants per month at this rate.	\$3,000.00 per month per THP-Plus participant.
CONTRACTOR shall not exceed the maximum capacity of XX THP-Plus participants per month at this rate.	\$3,300.00 per month per parenting THP-Plus participant.

Authorized Signature

Print Name and Title

Date

PLACEHOLDER FOR AGENCY'S
NEW LINE ITEM BUDGET AND NARRATIVE

THP-PLUS CONTRACTORS

BY SERVICE PLANNING AREA (SPA)

2025

SPA	CONTRACT NO.	AGENCY
1	17-001-01	Walden Family Services
2	17-001-02	Walden Family Services
2	17-001-03	Hathaway-Sycamores Child and Family Services
3	17-001-04	David & Margaret Home, Inc.
3	17-001-05	Florence Crittenton Services of Orange County, Inc. dba Crittenton
4	17-001-06	First Place for Youth
4	17-001-07	St. Anne's Family Services
5	17-001-08	First Place for Youth
6	17-001-09	First Place for Youth
6	17-001-10	Wellnest, Emotional Health and Wellness
6	17-001-21	Florence Crittenton Services of Orange County, Inc. dba Crittenton
7	17-001-11	United Friends of the Children
7	17-001-12	Florence Crittenton Services of Orange County, Inc. dba Crittenton
8	17-001-13	United Friends of the Children
8	17-001-14	Florence Crittenton Services of Orange County, Inc.

SOLE SOURCE CHECKLIST

Department Name: _____

- ☐ New Sole Source Contract
- ☐ Sole Source Amendment to Existing Contract
- Date Existing Contract First Approved: _____

Check (✓)	JUSTIFICATION FOR SOLE SOURCE CONTRACTS AND AMENDMENTS Identify applicable justification and provide documentation for each checked item.
	➤ Only one bona fide source (monopoly) for the service exists; performance and price competition are not available. A monopoly is an <i>“Exclusive control of the supply of any service in a given market. If more than one source in a given market exists, a monopoly does not exist.”</i>
	➤ Compliance with applicable statutory and/or regulatory provisions.
	➤ Compliance with State and/or federal programmatic requirements.
	➤ Services provided by other public or County-related entities.
	➤ Services are needed to address an emergent or related time-sensitive need.
	➤ The service provider(s) is required under the provisions of a grant or regulatory requirement.
	➤ Services are needed during the time period required to complete a solicitation for replacement services; provided services are needed for no more than 12 months from the expiration of an existing contract which has no available option periods.
	➤ Maintenance and support services are needed for an existing solution/system during the time to complete a solicitation for a new replacement solution/system; provided the services are needed for no more than 24 months from the expiration of an existing maintenance and support contract which has no available option periods.
	➤ Maintenance service agreements exist on equipment which must be serviced by the original equipment manufacturer or an authorized service representative.
	➤ It is more cost-effective to obtain services by exercising an option under an existing contract.
	➤ It is in the best economic interest of the County (e.g., significant costs and time to replace an existing system or infrastructure, administrative cost and time savings and excessive learning curve for a new service provider, etc.). In such cases, departments must demonstrate due diligence in qualifying the cost-savings or cost-avoidance associated with the best economic interest of the County.

Chief Executive Office

Date

Sole Source Justification

Transitional Housing Program - Plus

- 1. What is being requested?** To extend the current Transitional Housing Program Plus contracts for an additional year effective 1/1/24. This additional time is needed to complete an RFP solicitation/selection process, and to ensure that there is no break in service.
- 2. Total Cost: Why is the service needed – how will it be used?** The total cost for year extension will be \$8,542,800. This will pay the providers the monthly rate of \$3,000 for single and \$3,300 for parenting young people for the year. Services include housing, funds for food/personal items, and case management services.
- 3. Is this brand of product the only product the only one that meets the user's requirements?**

N/A

- 4. Have other products or vendor been considered?**

Yes. A Request for Proposals (RFP) is being prepared for release.

- 5. Will purchase of this product avoid other costs?** Yes. If there is a break in service, housing and support services would need to be secured for over 180 former foster youth and their children.

- 6. Is this service available from other providers?**

Yes, there are other providers who may provide the services. It is anticipated that these providers may respond to the RFP when it is released.

- 7. Reasonableness of price. Does County obtain a percentage discount or special discount not available to the private sector?**

N/A

- 8. What is the dollar value of the existing equipment?**

N/A

- 9. Is this service the only one that meets the user's requirements?**

The goal of the THP-Plus program is to assist young people exiting the foster care system in becoming self-sufficient. The THP-Plus contracts pay for transitional housing services for former foster and probation youth who are homeless or at risk of homelessness. The program provides services that include but are not limited to comprehensive assessment, case management, independent living skills training, job readiness preparation, and housing placement service. These services will assist the youth in locating stable housing when they transition out of the program.

BOARD LETTER/MEMO CLUSTER FACT SHEET

☒ Board Letter

☐ Board Memo

☐ Other

CLUSTER AGENDA REVIEW DATE	5/21/2025		
BOARD MEETING DATE	6/17/2025		
SUPERVISORIAL DISTRICT AFFECTED	<input checked="" type="checkbox"/> All <input type="checkbox"/> 1 st <input type="checkbox"/> 2 nd <input type="checkbox"/> 3 rd <input type="checkbox"/> 4 th <input type="checkbox"/> 5 th		
DEPARTMENT(S)	CEO, DCFS, AD, DEO, DMH, DHS, DPH, DPSS, BOS-HRC		
SUBJECT	Request to Delegate Authority to Execute New Sole Source Agreement with the Information and Referral Federation of Los Angeles County, Inc., dba 211 LA County		
PROGRAM	Information and Referral Service utilizing the 2-1-1 dialing code		
AUTHORIZES DELEGATED AUTHORITY TO DEPT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
SOLE SOURCE CONTRACT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes, please explain why: On October 16, 2003, the California Public Utilities Commission granted 211 LA County the authority to use the 2-1-1 abbreviated dialing code to provide I&R services to all of Los Angeles County. 211 LA County is the only vendor who can utilize the 2-1-1 dialing code for our area.		
SB 1439 SUPPLEMENTAL DECLARATION FORM REVIEW COMPLETED BY EXEC OFFICE	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – Not Applicable If unsure whether a matter is subject to the Levine Act, email your packet to EOLevineAct@bos.lacounty.gov to avoid delays in scheduling your Board Letter.		
DEADLINES/ TIME CONSTRAINTS	Deadline to BOS for June 17, 2025 BOARD Agenda Meeting		
COST & FUNDING	Total cost: Up to \$11,700,023 for year 1, and \$32,835,943 for 3 years..		Funding source: Participating Core I&R Departments and additional funding has been previously approved by the Board and placed in the Provisional Funds Unit (PFU) budget unit.
	TERMS (if applicable): Contract Term – 3 years, plus 2 one-year extensions (effective July 1, 2025, and expiring on June 30, 2028)		
	Explanation: N/A		
PURPOSE OF REQUEST	Provide information and referral services on health and human services available to the constituents of LA County through the 2-1-1 dialing code.		
BACKGROUND (include internal/external issues that may exist including any related motions)	The current contract with 211 LA County provides health and human services, general and specialized I&R program services through the 2-1-1 dialing code will expire on June 30, 2025.		
EQUITY INDEX OR LENS WAS UTILIZED	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes, please explain how: The program serves all populations, however, over 30% of the calls are for constituents who are experiencing homelessness or facing housing insecurities.		
SUPPORTS ONE OF THE NINE BOARD PRIORITIES	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes, please state which one(s) and explain how: It supports Preventing & Combatting Identity-based Hate and Violence, thru its work with LA vs Hate, as well as work with the various hotlines for Elder Abuse, Domestic Violence		

	and Child Abuse. It also supports the Poverty Alleviation Initiative thru its work with DPSS, non-County social service agencies, food banks, DEO's AJCC, etc. It supports the Homeless Initiative thru its work with LA Hop, connecting with CES, and providing other non-County and County information for homeless individuals..
DEPARTMENTAL CONTACTS	Name, Title, Phone # & Email: Karen Herberts, (213) 948-2836, KHerberts@ceo.lacounty.gov

June 17, 2025

DRAFT

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:

**NEW SOLE SOURCE AGREEMENT WITH THE INFORMATION AND REFERRAL
FEDERATION OF LOS ANGELES COUNTY, INC., DBA 211 LA COUNTY FOR
INFORMATION AND REFERRAL SERVICES USING THE 2-1-1 DIALING CODE
(ALL DISTRICTS AFFECTED) (3 VOTES)**

SUBJECT

The recommended actions delegate authority to the Chief Executive Officer (CEO), or designee, to execute a Contract with the Information and Referral Federation of Los Angeles County, Inc., dba 211 LA County for 2-1-1 information and referral (I&R) services and other specialized I&R services. Delegates authority to the CEO, or designee, to execute amendments to the Contract that comply with changes to Federal, State, and County requirements, or do not exceed ten percent (10%) of the Total Contract Sum. This will be a three-year Contract, with two one-year options to extend, effective July 1, 2025 and expiring on June 30, 2028, unless extended.

IT IS RECOMMENDED THAT THE BOARD:

1. Delegate authority to the CEO, or her designee, to negotiate and execute a Contract, similar to form (see Attachment A), upon approval by County Counsel, between the County of Los Angeles (County) and the Information and Referral Federation of Los Angeles County, Inc. dba 211 LA County to provide 2-1-1 information and referral (I&R) services, and other specialized I&R services for the County. This Contract will be for three years, with two additional one-year options to extend the agreement. The cost for the first year will be up to \$11,700,023 with an estimated three-year cost of \$32,835,943, effective July 1, 2025, expiring on June 30, 2028, unless further extended.
2. Delegate authority to the CEO, or her designee, to prepare and execute up to two one-year extensions to the Contract; amendments due to changes in Federal, State, or County requirements; amendments that do not exceed more than a ten percent

(10%) increase or decrease of the total contract sum; or terminate the Contract for convenience. County Counsel's approval as to form will be obtained prior to executing such amendments.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The current contract with 211 LA County to provide general and specialized I&R for health and human program services through the 2-1-1 dialing code will expire on June 30, 2025. This new Contract will provide for an increased focus on quality of services and informaton. The additional funds allocated to this contract will allow 211 LA County to:

- Raise entry level salaries (current entry level hourly rates are lower than some fast food establishments) to be able to attract and retain quality staff;
- Cap administrative costs at 12%;
- Add Artificial Intelligence technologies which will:
 - help the Community Resource Advisors provide effective and accurate referral;
 - evaluate recorded calls based on established quality expectations, and help identify additional training opportunities; and
 - assess information on the web to provide updates to the resource database for staff verification.
- Integrate with the County's Provider Registry;
- Revamp the data reports to increase understanding of usage and customer need;
- Create partnerships with the County's prevention and promotion initiatives, as available; and
- Commit to fund raise with other partners to increase I&R services across the County.

The Contract maintains an annual call capacity of 390,800 and a slight reduction in the abandonment rate from 23% to 22% of the calls for the core program. The Contract amount is expected to change after year one, as AD is in the procurement process for their programs. The CEO will continue to explore options to maintain the funding levels, if possible.

Implementation of Strategic Plan Goals

Approval of the recommendations is consistent with all three goal areas of the County Strategic Plan:

Goal 1: Make Investments That Transform Lives

Goal 2: Foster Vibrant and Resilient Communities

Goal 3: Realize Tomorrow's Government Today

FISCAL IMPACT/FINANCING

The total Contract sum for three years will be up to \$32,835,943, and up to \$53,971,863 if

including the two optional one-year extensions. The County's allocation of funding for the Contract is detailed in Attachment B.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Pursuant to Section 26227 of the Government Code, the Board of Supervisors may appropriate and fund programs deemed by the Board of Supervisors 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, and legal services, and the needs of physically, mentally and financially handicapped persons and aged persons.

In 1980, the Board first adopted a Contract with The Information and Referral Federation of Los Angeles County to ensure that I&R services were available to all County residents. On October 16, 2003, the California's Public Utilities Commission designated the Information and Referral Federation of Los Angeles County, Inc. dba 211 LA County as the sole provider of 2-1-1 services in the County of Los Angeles. Accordingly, 211 LA County is the sole source contractor for this new Contract effective July 1, 2025, and expiring on June 30, 2028.

This Contract will not result in unauthorized disclosure of confidential information and will be in full compliance with Federal, State, and County regulations. The Contract will be approved as to form by County Counsel prior to execution.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

As 211 LA County is the current service provider, there will be no impact to services.

Respectfully submitted,

Fesia A. Davenport
Chief Executive Officer

FAD:JMN:CDM
KH:an

Enclosures (2)

The Honorable Board of Supervisors
June 17, 2025May 16, 2025
Page 4

c: Executive Office, Board of Supervisors
County Counsel
Aging and Disabilities
Children and Family Services
Economic Opportunities
Health Services
Mental Health
Public Health
Public Social Services

ATTACHMENT B

	Year 1	Year 2	Year 3	Optional Years	
<i>Core I&R Services Participating Departments</i>	<i>FY 2025+26</i>	<i>FY 2026-27</i>	<i>FY 2027-28</i>	<i>FY 2028-29</i>	<i>FY 2029-30</i>
Chief Executive Office - Countywide Emergency Hotline	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000
Chief Executive Office - Unincorporated Help Line	210,000	210,000	210,000	210,000	210,000
Department of Children and Family Services	1,258,000	1,258,000	1,258,000	1,258,000	1,258,000
Aging and Disability Department	1,400,000	267,937	267,937	267,937	267,937
Department of Economic Opportunity	40,000	40,000	40,000	40,000	40,000
Department of Mental Health	267,937	267,937	267,937	267,937	267,937
Department of Health Services	267,937	267,937	267,937	267,937	267,937
Department of Public Health	267,937	267,937	267,937	267,937	267,937
Department of Public Social Services	7,000,000	7,000,000	7,000,000	7,000,000	7,000,000
Total	\$ 10,861,811	\$ 9,729,748	\$ 9,729,748	\$ 9,729,748	\$ 9,729,748
	Year 1	Year 2	Year 3	Optional Years	
<i>Special Projects</i>	<i>FY 2025-26</i>	<i>FY 2026-27</i>	<i>FY 2027-28</i>	<i>FY 2028-29</i>	<i>FY 2025+26</i>
DCFS - Early Education Enrollment and Care Coordination	\$ 257,598	\$ 257,598	\$ 257,598	\$ 257,598	\$ 257,598
DCFS - Bringing Families Home	141,116	141,116	141,116	141,116	141,116
Executive Office - Anti-Hate Campaign	374,498	374,498	374,498	374,498	374,498
CEO - Homeless Initiative Countywide Outreach System	65,000	65,000	65,000	65,000	65,000
Total	\$ 838,212	\$ 838,212	\$ 838,212	\$ 838,212	\$ 838,212
Grand Total	\$ 11,700,023	\$ 10,567,960	\$ 10,567,960	\$ 10,567,960	\$ 10,567,960

SOLE SOURCE CHECKLIST

Department Name: _____

- ☐ New Sole Source Contract Information and Referral Federation of Los Angeles County, Inc., dba 211 LA County
- ☐ Sole Source Amendment to Existing Contract
Date Existing Contract First Approved: _____

Check (✓)	JUSTIFICATION FOR SOLE SOURCE CONTRACTS AND AMENDMENTS Identify applicable justification and provide documentation for each checked item.
	➤ Only one bona fide source (monopoly) for the service exists; performance and price competition are not available. A monopoly is an <i>“Exclusive control of the supply of any service in a given market. If more than one source in a given market exists, a monopoly does not exist.”</i>
	➤ Compliance with applicable statutory and/or regulatory provisions.
	➤ Compliance with State and/or federal programmatic requirements.
	➤ Services provided by other public or County-related entities.
	➤ Services are needed to address an emergent or related time-sensitive need.
	➤ The service provider(s) is required under the provisions of a grant or regulatory requirement.
	➤ Services are needed during the time period required to complete a solicitation for replacement services; provided services are needed for no more than 12 months from the expiration of an existing contract which has no available option periods.
	➤ Maintenance and support services are needed for an existing solution/system during the time to complete a solicitation for a new replacement solution/system; provided the services are needed for no more than 24 months from the expiration of an existing maintenance and support contract which has no available option periods.
	➤ Maintenance service agreements exist on equipment which must be serviced by the original equipment manufacturer or an authorized service representative.
	➤ It is more cost-effective to obtain services by exercising an option under an existing contract.
	➤ It is in the best economic interest of the County (e.g., significant costs and time to replace an existing system or infrastructure, administrative cost and time savings and excessive learning curve for a new service provider, etc.). In such cases, departments must demonstrate due diligence in qualifying the cost-savings or cost-avoidance associated with the best economic interest of the County.



Chief Executive Office

12/10/2024

Date



Chief Executive Office.

COUNTY OF LOS ANGELES

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, CA 90012
(213) 974-1101 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

December 13, 2024

To: Supervisor Kathryn Barger, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Lindsey P. Horvath
Supervisor Janice Hahn

From: Fesia A. Davenport FAD
Chief Executive Officer FAD (Dec 16, 2024 09:49 PST)

NOTIFICATION OF INTENT TO NEGOTIATE A SOLE SOURCE CONTRACT WITH THE INFORMATION AND REFERRAL FEDERATION OF LOS ANGELES COUNTY, INCORPORATED DBA 211 LA COUNTY FOR INFORMATION AND REFERRAL SERVICES

This memorandum provides advance notification to the Board of Supervisors (Board), in accordance with Board Policy No. 5.100, that the Chief Executive Office (CEO) intends to enter into negotiations for a new sole source agreement with the Information and Referral Federation of Los Angeles County, Incorporated dba 211 LA County (211 LA County) for information and referral (I&R) Services using the 2-1-1 dialing code.

Background

On August 30, 2001, the California Alliance of Information and Referral Services and the 2-1-1 Statewide Steering Committee (collectively known as "CAIRS") petitioned the Public Utilities Commission of the State of California (CPUC) to implement the 2-1-1 dialing code in California.

On February 13, 2003, the document entitled, "Decision 03-02-029" (Decision) determined that the CPUC had the authority to assign the 2-1-1 dialing code to applicants in California. This Decision included the application requirements to receive the 2-1-1 designation, which consisted of four sections: 1) applicant's qualification for operating the dialing code; 2) ability to meet the required 2-1-1



services (e.g., no charge to callers, live person response 24/7, etc.); 3) use of Alliance of Information and Referral (AIRS) standards for the 2-1-1 service (e.g., resource database, reports and measures, disaster standards, cooperative working relationships¹, etc.); and 4) demonstrated, strong community support.

On October 16, 2003, the CPUC granted 211 LA County the authority to use the 2-1-1 abbreviated dialing code to provide I&R services to all of Los Angeles County.

On May 2, 2017, the County released a Request For Interest (RFI) for 2-1-1 I&R services and two responses were received from 211 LA County and a joint letter from two out-of-state entities. The CEO then issued a Request For Proposals (RFP) on October 12, 2017, for the 2-1-1 service. Three proposals were received, one from 211 LA County and two separate proposals from the out-of-state entities. The two proposals received from out of state were determined to be incomplete and the applicants were non-responsive. The contract following the RFP was issued to 211 LA County effective January 1, 2020, and later amended to extend through June 30, 2025.

On February 11, 2021, the County released an RFP for a comprehensive I&R system that included a technology build-out to connect constituents to services. The RFP did not result in a successful solicitation, with your Board declining to approve a recommended contract on August 2, 2022.

On June 1, 2021, the Board authorized the CEO to apply to the CPUC for the 2-1-1 dialing code, as any rescission, reassignment, or modification to the 211 I&R Provider must be approved by the CPUC. This application was submitted to the CPUC on August 9, 2021. Based on feedback from the CPUC on the County's application, the application was withdrawn on February 3, 2022, as the County needed to show sufficient grounds to rescind the dialing code from the current provider and meet the application requirements to become the 211 I&R provider.

Justification

Currently, 211 LA County is the only entity authorized by the CPUC to use the 2-1-1 dialing code. Previous competitive processes did not result in another vendor, and based on the CAIRS feedback, included in Decision 03-02-029, competition among 211 providers within California appears to be limited. Therefore, CEO is requesting approval to enter into negotiations for a sole source contract with 211 LA County.

¹ CAIRS feedback on the selection guidelines and application package indicated, "finally, the proposed guidelines and application permit collaborative relationships amongst potential 2-1-1 providers, which minimize the possibility that I&R providers will submit competing applications."

Each Supervisor
December 13, 2024
Page 3

Notification Timeline

Pursuant to Board Policy No. 5.100, we are providing notice and justification at least four weeks in advance of commencing contract negotiations for a sole-source contract with the 211 LA County. Unless otherwise instructed by your Board within four weeks of this notice, contract negotiations with 211 LA County will begin in January 2025. We will work with the involved departments and the Office of the County Counsel in negotiating the sole-source agreement.

Should you have any questions concerning this matter, please contact me or Carrie Miller at (213) 262-7823 or cmiller@ceo.lacounty.gov.

FAD:JN:CDM
KH:kdm

c: Executive Office, Board of Supervisors
 County Counsel
 Children and Family Services
 Health Services
 Mental Health
 Public Health