



**NEVADA COUNTY
HEALTH & HUMAN SERVICES
AGENCY**

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NEVADA COUNTY BOARD OF SUPERVISORS

Board Agenda Memo

MEETING DATE: July 14, 2020

TO: Board of Supervisors

FROM: Rachel Roos

SUBJECT: Resolution approving execution of a renewal contract with Nevada-Sierra Connecting Point Public Authority or the provision of services related to maintaining the Community Resource Directory of 211 Nevada County (www.211NevadaCounty.com) database and services related to the operation of the Nevada County 211 Call Center for F/Y 2020/21 in the maximum amount of \$196,128.

RECOMMENDATION: Approve the attached Resolution.

FUNDING: Services are funded through available Federal and State sources and County Realignment Dollars. Services were planned for in the Department's FY 2020/21 budget and there are no County General Fund dollars required in the Agreement.

BACKGROUND:

Dial 211 is a free and confidential, 3-digit phone number and service that provides access to critical community programs and services, such as food and shelter, counseling, drug and alcohol intervention, job training, child and elder care, health care and youth programs. The Community Resource Directory of 211 Nevada County is an online resource tool that assists County residents, and Out of County interested parties, in locating and connecting to needed local resources and services. This contract provides for the maintenance of this resource database, and for the provision of CalFresh outreach.

In addition, Dial 211 includes County Disaster Preparedness information which may be utilized by the Emergency Operations Center (EOC) and the public in case of an emergency, providing officials a means to offer up-to-date information to citizens during a disaster and serving as a resource for emergency needs, such as rescue services, power information, medical care, fuel, shelter and food.

Through this contract, the Public Authority will continue to provide a Certified Resource Specialist who meets professional, licensing and credentialed program requirements. The Resource Specialist ensures that the information that is contained in the resource database is accurate, up-to-date and organized into a system that allows people to effectively search for needed services.

Continuing components under this year's renewal Agreement includes the Public Authority providing CalFresh outreach, as well as, managing and providing staff for operating the Call Center, located in Nevada County. In addition, the Public Authority will act as the single point of contact for homeless services and provide services to the public to assist with coordinated entry of homeless services and housing opportunities.

The economic ramifications of the Coronavirus pandemic are significantly impacting major funding sources relied on by the department. Social Services is monitoring the situation closely and is actively involved in advocacy efforts through the County Welfare Directors Association (CWDA) to ensure reasonable funding for county services. Additionally, the department has reviewed the 20-21 budget carefully and areas for reduction have been identified to reduce the pressure on existing funding sources. At the same time, demand for vital social services is likely to increase over coming months due to both the economic stress and social isolation of this time, as well as due to increasing numbers of social services customers in our county. The department is proposing to move forward with critical contracts at levels similar to what was originally budgeted, but with the understanding that midyear reductions may be necessary if revenues continue to decline. Social Service staff are in close communication with all contractors and are available to provide support to them around modifying their processes and protocols so that staff can remain safe and can safely provide community members the care they need. Providers are aware that midyear cuts may be needed if the economic situation worsens. Additional analysis and review will be done as needed throughout the year.

It is recommended the Board approve this renewal contract as the Community Resource Directory of 211 Nevada County is a vital resource tool for Nevada County residents, as well as Out of County interested parties, in locating and connecting to critical local resources and services.

Item Initiated and Approved by: Rachel Roos, Director of Social Services