



**NEVADA COUNTY
HEALTH & HUMAN SERVICES
AGENCY**

Ryan Gruver
Agency Director

Department of Social Services

Rachel Roos, LCSW
Department of Social Services
Director

950 Maidu Ave., PO Box 1210
10075 Levon Ave., Ste 202
988 McCourtney Road

Nevada City, CA 95959
Truckee, CA 96161
Grass Valley, CA 95949

Telephone (530) 265-1340 FAX (530) 265-9860
Telephone (530) 582-7803 FAX (530) 582-7729
Telephone (530) 265-1340 FAX (530) 274-1049

**NEVADA COUNTY BOARD OF SUPERVISORS
Board Agenda Memo**

MEETING DATE: July 13, 2021

TO: Board of Supervisors

FROM: Rachel Roos

SUBJECT: Resolution approving execution of a renewal contract with Nevada-Sierra Connecting Point Public Authority for 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 2021/22 in the maximum amount of \$206,197.

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 2021/22 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.

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, LCSW, Director of Social Services