



## Health and Human Services Agency

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### DEPARTMENT OF SOCIAL SERVICES

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## NEVADA COUNTY BOARD OF SUPERVISORS

### Board Agenda Memo

**MEETING DATE:** June 24, 2025

**TO:** Board of Supervisors

**FROM:** **Rachel Peña**

**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](http://www.211NevadaCounty.com)) database and services related to the operation of the Nevada County 211 Call Center for FY 25/26 in the maximum amount of \$198,898.

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**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 25/26 budget and there are no County General Fund dollars required in the Contract.

**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 Contract include the Public Authority providing CalFresh outreach, as well as managing and providing staff for operating the Call Center located in Nevada County.

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

**Approved by:** Rachel Peña, LCSW Director of Social Services