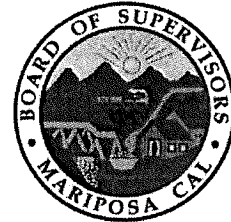




# MARIPOSA COUNTY

Human Services · (209) 966-2000



## **RESOLUTION - ACTION REQUESTED 2015-35**

MEETING: January 20, 2015

TO: The Board of Supervisors

FROM: Chevon Kothari, Human Services Director

RE: 2-1-1 Referral System

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### **RECOMMENDATION AND JUSTIFICATION:**

Approve The Request of United Way Of Merced County Requesting That Mariposa County Support Their Effort To Become a 2-1-1 System Through The Completion Of An Endorsement Form; and Authorize the Chairman of the Board of Supervisors to Sign the Endorsement Form.

United Way of Merced County (UWMC) recently received funding through Merced County Human Services Agency to begin the establishment of a 2-1-1 referral system for the local area. A 2-1-1 system is a free phone number and online database that connects Californians quickly and effectively to existing health and human service programs, joblessness support and disaster response information in their communities. It is available 24 hours a day, 7 days a week and in 150 different languages. Currently, 92 percent of the State's population in 29 counties have access to 2-1-1. Nationally, 2-1-1 covers more than 80 percent of the US population. 2-1-1 information and referral providers connect people of all income levels, language and cultural backgrounds to resources tailored to their needs and circumstances. Mariposa County has explored a 2-1-1 system in the past, but it has not been cost effective for our small community to develop this type of robust system.

After several conversations with the Human Services Department in Mariposa County, UWMC has offered to include Mariposa in their catchment area. As a part of this effort and as a first step, UWMC is applying to the California Public Utilities Commission (CPUC) to be designated as the 2-1-1 service provider for Merced and Mariposa counties. United Way of Merced County is providing information to the CPUC that it has the necessary organizational capacity to provide 2-1-1 service and that it is familiar with and adheres to the professional standards for information and referral. An essential element of its application is a demonstration of community support for its designation as the 2-1-1 service provider in its area of operation.

Once established the 2-1-1 system would replace Mariposa County's Network of Care - an information and referral database which has been in existence since 2009 in Mariposa County. Due to the partnership with Merced County, the newly established 2-1-1 system would come with a lower price and more comprehensive services than our current Network of Care provides. UWMC is currently requesting a small amount of financial support, however, this decision to support the effort financially will be

deferred until a later board item after a full analysis has been completed. The estimated amount of financial support can be covered within the existing Human Services budget.

UWMC is currently requesting only that Mariposa County support their effort to become a 2-1-1 system through the completion of an endorsement form, which is attached.

**BACKGROUND AND HISTORY OF BOARD ACTIONS:**

**ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:**

Do approve the endorsement. The Department will continue to keep Network of Care and most likely pay a higher fee for services.

**ATTACHMENTS:**

**Mariposa County 211 Endorsement Form (DOC)**

**CAO RECOMMENDATION**

Requested Action Recommended

*Mary Hodson*

Mary Hodson, Interim CAO 1/13/2015

**RESULT: ADOPTED BY CONSENT VOTE [UNANIMOUS]**

**MOVER:** Marshall Long, District III Supervisor

**SECONDER:** John Carrier, District V Supervisor

**AYES:** Smallcombe, Jones, Long, Cann, Carrier