RESOLUTION - ACTION REQUESTED 2015-139

MEETING: March 24, 2015

TO: The Board of Supervisors

FROM: Chevon Kothari, Human Services Director

RE: 2-1-1 MOU Between United Way of Merced County and Human Services

RECOMMENDATION AND JUSTIFICATION:
Approve a Memorandum of Understanding (MOU) Between Mariposa County Human Services and United Way of Merced County (UWMC) to Provide the 2-1-1 Community Information Phone Service in an Amount Not to Exceed $15,000 Per Year for Three Years, and Authorize the Board of Supervisors Chair to Sign the MOU.

Together, the parties enter into this Memorandum of Understanding in agreement that UWMC will implement the “2-1-1 Mountain Valley” program throughout Mariposa County.

2-1-1 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. Ninety-two percent (92%) of the State’s population in 27 counties has access to 2-1-1. Nationally, 2-1-1 covers ninety-percent (90%) of the population in the United States.

UWMC provides parents, families and community members, without regard to income, with various programs and services to make positive results against issues that affect the entire community.

BACKGROUND AND HISTORY OF BOARD ACTIONS:
This is a first-time Memorandum of Understanding between Mariposa County Human Services and United Way of Merced County. The Board had previously approved an endorsement of UWMC with regards to providing a 2-1-1 System for Mariposa County on January 20, 2015, with Resolution 15-35.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:
If this Memorandum of Understanding is not approved, the “2-1-1 Mountain Valley” service will not be available to Mariposa County residents.

FINANCIAL IMPACT:
There is no impact to the County General Fund. There is sufficient funding the current operating budget and sufficient funding will be included in future fiscal year budgets to accommodate this MOU.
ATTACHMENTS:
United Way of Merced & Human Services 2-1-1 MOU  (DOCX)

CAO RECOMMENDATION
Requested Action Recommended

Mary Hodson
Mary Hodson, CAO  3/18/2015

RESULT:  ADOPTED [UNANIMOUS]
MOVER: Marshall Long, District III Supervisor
SECONDER: Kevin Cann, District IV Supervisor
AYES: Rosemarie Smallcombe, Merlin Jones, Marshall Long, Kevin Cann
EXCUSED: John Carrier
MEMORANDUM OF UNDERSTANDING
Between Mariposa County and United Way of Merced County

I. Mission
Mariposa County Human Services provides social services and behavioral health programs to the residents of Mariposa County. Our programs give immediate assistance those in crisis situations by providing support, information, resources and protection when needed. Our Eligibility Services and CalWORKS Programs help community members access programs and benefits to help them achieve self-sufficiency. Our Child Welfare and Adult Protective Services protect children and vulnerable adults from abuse, neglect and exploitation. Our In-Home Support Services ensure individuals receive personal support services to allow them to live as independently as possible. Our Public Guardian/Conservator programs ensure our most vulnerable adults are cared for. Our Behavioral Health and Recovery Programs provide crisis support and ongoing counseling and case management services to those individuals and families struggling with mental illness or addiction. All of our Programs work in partnership with our community based organizations to ensure that Mariposa County residents have the services they need to lead safe, healthy and productive lives. Mariposa County Human Services management staff is located at 5362 Lemee Lane, Mariposa, CA.

United Way of Merced County, Inc. (UWMC) provides parents, families and community members, without regard to income, with various programs and services to make positive results against issues that affect the entire community. By leveraging relationships with a diverse group of partners, the UWMC is able to provide greater results for the entire community. While continuing to provide maintenance for our community members in personal crisis, the UWMC’s focus is on Education, Financial Stability / Economic Development, and Health Initiatives. UWMC is funded by donations, grants and contracts; administered a $1,640,000 budget for 2013-2014; and directly assists more than 25 local organizations annually. The UWMC program management staff is located at 658 W. Main St., Merced, CA.

Together, the parties enter into this Memorandum of Understanding in agreement that UWMC will implement a program named 2-1-1 Mountain Valley throughout Mariposa County. Accordingly, Mariposa County and UWMC, operating under this MOU agree to the following:

II. Purpose and Scope
2-1-1 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. 92 percent of the state’s population in 27 counties has access to 2-1-1. Nationally, 2-1-1 covers 90 percent of the US population.

Under funding received from Merced County Human Services Agency UWMC began the implementation of a 2-1-1 services program in Merced County on December 1, 2014. It is the intent of UWMC to begin 2-1-1 service delivery by
MEMORANDUM OF UNDERSTANDING
Between Mariposa County and United Way of Merced County

October 2015. UWMC has discussed with Mariposa County officials that Mariposa County be included in the delivery of 2-1-1 services as a partner with UWMC.

Mariposa County government agencies provide a variety of health, community assistance and wellness services to communities and residents throughout Mariposa County. These agencies work in concert with numerous community partners and non-profit organizations to further efforts to provide outreach assistance and program delivery to those people in need of specific services. Mariposa County Human Services Agency has sought to improve this outreach assistance by employing a variety of electronic data files, pamphlets and contact information distributed throughout its agencies, programs and partners. It is the desire of Mariposa County to improve upon this outreach effort.

The purpose of this agreement is to clarify roles, responsibilities and services provided by Mariposa County and UWMC. Under the terms of this agreement, Mariposa County and UWMC are committed as partners in the establishment of a 2-1-1 call center capacity to further the mutual goal of improving access to services for all residents in Mariposa County. The partners further agree that the purpose of this collaboration is to support individuals and in building healthy, stable families that will be productive members of our communities. This partnership between UWMC and Mariposa County is a natural collaboration, as evidenced by on-going work within our counties to provide other types of community programs including an inter-county domestic violence support center, food bank and food pantry distribution cooperation, emergency medical services, and associated health and hospitalization capacities.

III. Responsibilities, Time & Resource Commitment
Mariposa County agrees to commit the following staff, resources, and services to support the goals and objectives of the 2-1-1 Mountain Valley:

A. Mariposa County will designate UWMC as the provider of 2-1-1 services for Mariposa County, pursuant to California Public Utilities Commission regulations.

B. Mariposa County will provide training and community outreach facilities space within Mariposa County to the 2-1-1 Mountain Valley project to ensure successful implementation of the program.

C. Mariposa County will assist the 2-1-1 Mountain Valley project staff in identifying governmental and non-profit programs, community-based initiatives, and private public service activities to be included in the 2-1-1 Mountain Valley database.

D. Mariposa County shall designate a local Mariposa County Program Liaison to attend regular staff meetings whether in person or by electronic means with 2-1-1 Mountain Valley program staff and subcontractors in a central location to provide support, information and technical assistance.

E. Mariposa County shall pay a sum of $15,000 per year to UWMC to accomplish the purpose and scope of this memorandum. This sum is based
MEMORANDUM OF UNDERSTANDING
Between Mariposa County and United Way of Merced County

on a fee of $0.85 per Mariposa County resident as an equivalent to per resident 2-1-1 Mountain Valley development and maintenance costs for Merced County. This sum shall remain fixed for a period of 3 years from the date of signing of this MOU, at which time the sum paid may be adjusted.

United Way of Merced County, Inc. (UWMC) agrees to commit the following staff, resources, and services to support the goals and objectives of the 2-1-1 Mountain Valley project:

A. UWMC will provide all management, staffing, technology, data collection and reporting, and fiscal services to implement the development of 2-1-1 Mountain Valley, and will secure the funding necessary to accomplish this outcome.

B. UWMC will recruit and hire an Administrative Manager who will be responsible for implementation of the program at the county level. This position will coordinate with the Mariposa County Program Liaison.

C. UWMC will recruit and hire a Program Coordinator to implement program marketing, partner communications, community outreach and program development strategies. This position will assist in coordination with the Mariposa County Program Liaison.

D. UWMC will recruit and hire a Database Specialist to manage, collect and enter community services data files into a referential database for 2-1-1 Mountain Valley.

E. UWMC will provide on-going training to program partners on important 2-1-1 program topics; will provide staff and materials for community information workshops; will maintain records of expenditures, fiscal management practices and statistics on community outreach activities; and will remain available to the Mariposa County Program Liaison at all times.

IV. Terms and Conditions
All parties have agreed to implement the program as designed. The terms of this MOU shall commence 02/01/2015 and continue until 01/31/2018. Either party may terminate this MOU in ninety (90) days upon written notification on intention to terminate the agreement with or without cause. The MOU is predicated on UWMC obtaining sufficient funding to sustain the 2-1-1 Mountain Valley program beyond Year 1 of operation.

V. INDEMNIFICATION
Mariposa County will indemnify, defend, and hold harmless UWMC, its officers, agents, and employees, from and against any and all claims, losses, liabilities or damages, including payment of attorney’s fees, arising out of or resulting from the failure of Mariposa County to perform the terms of this MOU or performance of this MOU, caused in whole or in part by any act or omission of Mariposa County, its officers, agents, employees, subcontractors, or anyone directly or indirectly employed by any of them regardless of whether caused in part by a party indemnified hereunder. UWMC shall indemnify, defend, and hold harmless Mariposa County, its officers, agents, and employees, from and against any and all claims, losses, liabilities or damages, including payment of
MEMORANDUM OF UNDERSTANDING
Between Mariposa County and United Way of Merced County

attorney’s fees, arising out of or resulting from the failure of UWMC to perform the terms of this MOU or performance of this MOU, caused in whole or in part by any act or omission of UWMC, its officers, agents, employees, subcontractors, or anyone directly or indirectly employed by any of them regardless of whether caused in part by a party indemnified hereunder.

VI. AMENDMENTS
Amendments to this MOU may be made with mutual written agreement from the participating parties.

We, the undersigned, as authorized representatives of the Mariposa County and UWMC do hereby approve this document:

Merlin Jones, Chair
Mariposa County Board of Supervisors

Carol Bowman, Executive Director

United Way of Merced County, Inc.
658 W. Main Street
Merced, CA 95340

3-24-15
Date

3-10-2015
Date

APPROVED AS TO FORM:

STEVEN W. DAHMEL
COUNTY COUNSEL