

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS  
OF THE COUNTY OF SAN BERNARDINO  
AND RECORD OF ACTION**

June 22, 2021

**FROM**

**LEONARD X. HERNANDEZ, Chief Executive Officer, County Administrative Office**

**SUBJECT**

Amendment to Contract with Inland Empire United Way for the 2-1-1 San Bernardino Program

**RECOMMENDATION(S)**

1. Approve **Amendment No. 1**, effective July 1, 2021, to **Contract No. 18-392** with Inland Empire United Way to provide information and referral services for the 2-1-1 San Bernardino Program, exercising the first one-year extension option, and increasing the contract amount by \$652,521, from \$1,875,210 to \$2,527,731, for the total contract period of July 1, 2018 through June 30, 2022.
2. Authorize the Chief Executive Officer to execute an amendment to extend the term of the contract for an additional one-year period on behalf of the County, if there are no changes to the compensation or any other material changes, subject to County Counsel review.
3. Direct the Chief Executive Officer to transmit all documents in relation to the contract amendment to the Clerk of the Board of Supervisors within 30 days of execution.  
(Presenter: Leonard X. Hernandez, Chief Executive Officer, 387-5418)

**COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES**

**Provide for the Safety, Health and Social Service Needs of County Residents.**

**Pursue County Goals and Objectives by Working with Other Agencies.**

**FINANCIAL IMPACT**

This item does not impact Discretionary General Funding (Net County Cost). The increase of \$652,521 to the contract for the 2-1-1 San Bernardino Program will be provided as indicated in the table below. Adequate appropriation and revenue will be included in the respective department's 2021-22 budgets.

Department/Partnership	2021-22 Amount
Countywide Realignment	\$350,000
Behavioral Health	\$26,667
Children and Family Services	\$62,965
Preschool Services	\$60,389
Public Health	\$2,500
Community Corrections Partnership	\$150,000
Total	\$652,521

**BACKGROUND INFORMATION**

2-1-1 is a toll-free telephone number, online database and directory providing verified information and referrals for vital health and social services in the local community. Dialing 2-1-1

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is free and confidential with live, bilingual call specialists to assist callers 24 hours a day. 2-1-1 San Bernardino County, operated by the Inland Empire United Way (IEUW), provides crucial referrals to individuals and families in need, 365 days a year.

During the current contract term there were performance concerns that were identified by the County. These concerns were brought forward in a discussion with IEUW in January 2021, which led the County to propose a one year extension in order to evaluate IEUW's performance with the 2-1-1 San Bernardino Program.

Contractor performance is measured through IEUW's quarterly progress reporting of data collection that includes, but is not limited to call volume and outcomes, number of calls received, number of calls answered, and conducting a minimum of 1,000 random callback surveys regarding access, accuracy, and caller satisfaction of referred resources.

A Human Services Administrative Analyst will work with the respective departments to monitor and evaluate contractor performance via review of the contractor's quarterly progress reports that will include a detailed outline of the Contractor's responsibilities carried out during the quarter. Any deficiencies will be reported to the Contractor for immediate correction.

The recommended amendment to the contract with IEUW will continue the County's 2-1-1 San Bernardino Program through June 30, 2022. 2-1-1 services specific to Children and Family Services, Preschool Services, Public Health, and the Community Corrections Partnership will continue to be provided under the recommended contract extension.

Since 2005, IEUW has provided information and referral services to San Bernardino County residents via the 2-1-1 San Bernardino Program. The program provides information and referrals to appropriate community, health, human and disaster resources in a timely and effective manner by utilizing a comprehensive resource database. Services are provided through a toll-free telephone call center, website, and written directory of resources.

Under the terms of the contract for the 2-1-1 San Bernardino Program, IEUW services include, but are not limited to:

- Comprehensive information and referrals for residents of San Bernardino County, and provide coordination support in times of disaster.
- A website specifically for San Bernardino County 2-1-1 that is available to the public describing resources to include nonprofit and local resources, state and federal resources, all County contracted services, and links to provider websites, if available.
- Training workshops for use of the San Bernardino County 2-1-1 website.
- Dedicated staff for resource assistance for clients of the Children and Families Services Department (One 2-1-1 CFS Specialist), Preschool Services Department (One 2-1-1 Preschool Specialist), and Community Corrections Partnership (One 2-1-1 Reentry Specialist).
- Data collection, quarterly reporting, client characteristics information, and demographic information.

**PROCUREMENT**

On June 26, 2018 (Item No. 27), the Board of Supervisors approved Contract No. 18-392 with IEUW to provide information and referral services through the 2-1-1 San Bernardino Program, in the amount of \$1,875,210, for the period of July 1, 2018 through June 30, 2021, with two one-year extension options by mutual agreement of both parties. The Purchasing Department

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concurred with the non-competitive IEUW contract for the 2-1-1 Program, known and recognized statewide, in order to continue the County-designed 2-1-1 program.

**REVIEW BY OTHERS**

This item has been reviewed by County Counsel (Penny Alexander-Kelley, Chief Assistant County Counsel, 387-5455) on May 21, 2021; Behavioral Health (Veronica Kelley, Director, 388-0801) on May 24, 2021; Children and Family Services (Marlene Hagen, Director 388-0242) on May 21, 2021; Preschool Services Department (Phalos Haire, Director, 383-2005) on May 24, 2021; Public Health (Andrew Goldfrach, Interim Director, 387-9146) on May 19, 2021; Probation Department (Tracy Reece, Chief, 387-5693) on May 24, 2021; Finance (Amanda Trussell, Principal Administrative Analyst, 387-4773 and John Hallen, Administrative Analyst, 388-0802) on May 21, 2021; and County Finance and Administration (Robert Saldana, Deputy Executive Officer, 387-4342) May 21, 2021.

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Record of Action of the Board of Supervisors  
County of San Bernardino

**APPROVED (CONSENT CALENDAR)**

Moved: Joe Baca, Jr. Seconded: Dawn Rowe

Ayes: Col. Paul Cook (Ret.), Janice Rutherford, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY \_\_\_\_\_  
DATED: June 22, 2021



cc: CAO- Trussel w/agree  
Contractor- C/O CAO w/agree  
File- w/agree  
LA 06/24/2021