

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

May 20, 2025

FROM

SHARON NEVINS, Director, Department of Aging and Adult Services

SUBJECT

Amendment to Non-financial Contract with Rolling Start, Inc. for the Aging and Disability Resource Connection Program and No Wrong Door System

RECOMMENDATION(S)

Approve **Amendment No. 1 to non-financial Memorandum of Understanding, Contract No. 22-1010**, with Rolling Start, Inc. to continue partnering on the development and implementation of an Aging and Disability Resource Connection No Wrong Door System to assist older adults, people with disabilities, and caregivers in navigating Long Term Services and Supports, extending the contract for an additional year for a total contract period of July 1, 2022, through June 30, 2026.

(Presenter: Sharon Nevins, Director, 891-3917)

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 and Stakeholders.

FINANCIAL IMPACT

Approval of Amendment No. 1 to the Memorandum of Understanding, Contract No. 22-1010, (MOU) with Rolling Start, Inc. does not impact Discretionary General Funding (Net County Cost) as this item is non-financial in nature.

BACKGROUND INFORMATION

The recommended Amendment No. 1 to the non-financial MOU will allow the Department of Aging and Adult Services (DAAS) and Rolling Start, Inc. to continue their partnership to operate as an Aging and Disability Resource Connection (ADRC) for an additional year through June 30, 2026. Through this partnership, DAAS and Rolling Start, Inc. will use ADRC grant funding to continue implementation of a local ADRC and No Wrong Door System, as defined in Welfare and Institutions Code section 9121(b). ADRC core services and functions include enhanced information and referral services, options counseling, short term coordination, and transition services from skilled nursing facilities to home.

Since the launch of the local ADRC and No Wrong Door under the MOU, significant strides have been made in expanding access, increasing capacity, and enhancing the consumer experience. System growth and access expansion were evident, with annual call volume increasing from 600 during the pilot phase to over 8,000 after full implementation. Additionally, more than 5,000 consumers received support through Options Counseling and Short-Term Service Coordination, demonstrating strong demand and system responsiveness. A website

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was launched as a digital front door to services, receiving over 55,700 views and reinforcing the importance of digital access and self-navigation. Community and consumer engagement also improved, with a 10% increase in Advisory Committee participation and the deployment of Consumer Experience Survey tools, which allow for ongoing evaluation and improvements in service delivery.

In 2019, California Senate Bill 80 established the first state ADRC Infrastructure Grants Program. Under SB 80, the California Department of Aging awards grant funding to San Bernardino County, as the qualified local Area Agency on Aging, and Independent Living Centers to partner for the purpose of continued development and implementation of a No Wrong Door System. The ADRC of San Bernardino County was initiated in November 2019 and is based on a collaboration between the San Bernardino County DAAS and Rolling Start, Inc., to provide a single, coordinated system for individuals seeking reliable information and access to Long Term Services and Supports (LTSS).

On October 25, 2022 (Item No. 7), the Board approved the non-financial MOU (Contract No. 22-1010) with Rolling Start, Inc. to partner and continue the development and implementation of an ADRC and No Wrong Door System to assist older adults, people with disabilities, and caregivers in navigating LTSS services, for the period of July 1, 2022 through June 30, 2025.

PROCUREMENT

N/A

REVIEW BY OTHERS

This item has been reviewed by Human Services Contracts (Patty Steven, Contracts Manager, 388-0241) on April 28, 2025; County Counsel (Jacqueline Carey-Wilson, Deputy County Counsel, 387-5455) on May 2, 2025; Finance (John Hallen, Principal Administrative Analyst, 388-0208) on April 30, 2025; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0332) on May 2, 2025.

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Joe Baca, Jr. Seconded: Curt Hagman
Ayes: Col. Paul Cook (Ret.), Dawn Rowe, Curt Hagman, Joe Baca, Jr.
Absent: Jesse Armendarez

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: May 20, 2025



cc: DAAS - Gallegos w/agree
Contractor - c/o DAAS w/agree
File - w/agree

CCM 05/27/2025