

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

June 25, 2024

**FROM**

**DIANA ALEXANDER, Assistant Executive Officer, Human Services**

**SUBJECT**

Amendment to Contract with Inland Southern California 211+ for Information and Referral Services

**RECOMMENDATION(S)**

Approve **Amendment No. 1 to Contract No. 22-1111** with Inland Southern California 211+ for the provision of Information and Referral services countywide, updating contract language and decreasing the contract amount by \$42,385, from \$1,822,680 to \$1,780,295, with no change to the contract period of July 1, 2022 through June 30, 2025.

(Presenter: Diana Alexander, Assistant Executive Officer, 387-4261)

**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**

This item does not impact Discretionary General Funding (Net County Cost). The total cost of \$1,780,295 (\$607,560 for each year one and two, and \$565,175 for year three) for Inland Southern California 211+ (Inland SoCal 211+) Information and Referral services will be provided as indicated in the table below. This recommended Amendment No. 1 (Amendment) decreases the Contract No. 22-1111 (Contract) amount by \$42,385 from the Preschool Services Department (PSD) due to a change in services provided by Inland SoCal 211+. Adequate appropriation and revenue have been included in the respective department's 2024-25 budgets.

| <b>Department/Partnership</b> | <b>Amounts</b>     |
|-------------------------------|--------------------|
| Children and Family Services  | \$54,012           |
| Probation Department          | \$450,000          |
| Preschool Services Department | \$138,782          |
| Department of Public Health   | \$7,500            |
| Countywide – Realignment      | \$1,130,001        |
| <b>Total</b>                  | <b>\$1,780,295</b> |

**BACKGROUND INFORMATION**

Since 2005, Inland SoCal 211+, formerly known as Inland Empire United Way, has provided Information and Referral services related to community, health, human, and disaster resources to San Bernardino County residents. Services are provided through a toll-free telephone call center, website, and written directory of resources. The recommended Amendment to the

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Contract will ensure the continuance of the County designed 211 program and leverage the considerable investment made by the County.

Dialing 211 is free and confidential with live, bilingual call specialists to assist callers 24 hours a day, 365 days a year. Inland SoCal 211+ provides crucial referrals to individuals and families in need of information and referral to vital health and social services in the local community. During the Contract term, some performance concerns identified by the County were discussed with Inland SoCal 211+, which led to the adjustment of contractual obligations and quarterly progress reporting.

This Amendment updates the responsibilities and budget of Inland SoCal 211+ for PSD. Due to the difficulty of hiring a 211+ PSD Community Resource Specialist (Specialist) to oversee PSD referrals, Inland SoCal 211+ and PSD agreed to use PSD staff to provide resource assistance and support to PSD children and their families during normal business hours. Inland SoCal211+ will send referrals to PSD for any off-hour calls received. In addition, Inland SoCal 211+ will develop and provide trainings and support for PSD staff to ensure competency in performing the duties of the previous Specialist position. A \$42,385 decrease to the Salaries and Benefits budget are due to the removal of one full-time Inland SoCal 211+ Specialist, the addition of a 2% cost for an Inland SoCal 211+ Data & Outreach Director, and the addition of a 15% cost for an Inland SoCal 211+ Data Curator.

On November 15, 2022 (Item No. 37), the Board of Supervisors approved the Contract with Inland SoCal 211+ to provide Information and Referral services throughout the county in the amount of \$1,822,680 for the period of July 1, 2022 through June 30, 2025, with the option to extend for two additional one-year periods.

**PROCUREMENT**

N/A

**REVIEW BY OTHERS**

This item has been reviewed by Human Services Contracts (Patty Steven, Contracts Manager, 388-0214) on May 21, 2024; County Counsel (Kaleigh Ragon and Adam Ebright, Deputies County Counsel, 387-5455) on May 24, 2024 and May 23, 2024, and (Julie Surber, Principal Assistant County Counsel, 387-5455) on May 22, 2024; Finance (John Hallen, Administrative Analyst, 388-0802) on June 3, 2024; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0238) on June 6, 2024.

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Record of Action of the Board of Supervisors  
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**APPROVED (CONSENT CALENDAR)**

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

Lynna Monell, CLERK OF THE BOARD

BY  \_\_\_\_\_  
DATED: June 25, 2024



cc: HS - Paredes w/agree  
Contractor - c/o HS w/agree  
File - w/agree  
CCM 07/11/2024