

**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 Contract with Inland Southern California 211+ for Aging and Disability Resource Connection No Wrong Door Enhanced Information and Referral Services

RECOMMENDATION(S)

Approve **Amendment No. 4 to Contract No. 22-1246** with Inland Southern California 211+ for Aging and Disability Resource Connection No Wrong Door enhanced information and referral services, updating standard language, increasing the contract amount by \$275,000, from \$570,000 to a total not to exceed amount of \$845,000, and extending the term by one 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

This item does not impact Discretionary General Funding (Net County Cost). The increase of \$275,000 is funded by the State Emerging Aging and Disability Resource Connection grant. Adequate appropriation and revenue have been included in the Department of Aging and Adult Services' (DAAS) 2025-26 recommended budget.

BACKGROUND INFORMATION

The recommended contract amendment with Inland Southern California 211+ (Inland So Cal), the information and referral service agency for San Bernardino County (County), will continue the partnership and further development of the Aging and Disability Resource Connection (ADRC) No Wrong Door network.

An ADRC No Wrong Door (NWD) network is a system that enables consumers to access long term services and supports (LTSS) through one agency, organization, coordinated network, or portal. The ADRC NWD network provides information regarding the availability of LTSS, how to apply for LTSS, referral services for LTSS available in the community, and either a determination of financial and functional eligibility for LTSS, or assistance with the assessment processes for financial and functional eligibility. LTSS are used by individuals with functional limitations and chronic illnesses who need assistance to perform routine daily activities. LTSS are provided in institutional settings, such as nursing facilities, as well as in home and community based settings.

**Amendment to Contract with Inland Southern California 211+ for Aging
and Disability Resource Connection No Wrong Door Enhanced
Information and Referral Services
May 20, 2025**

ADRC services include, but are not limited to:

- Comprehensive enhanced information and referral services countywide to a minimum of 3,600 older adults and persons with disabilities annually (900 served quarterly) through the ADRC hotline and the 24-hour, seven days per week 2-1-1 Call Center.
- Dedicated resource assistance (two 2-1-1 ADRC Community Resource Specialists).

Dialing 2-1-1 is free and confidential with live, bilingual call specialists to assist callers 24-hours a day, seven days per week, 365 days a year. The County 2-1-1 line, operated by Inland SoCal, provides crucial referrals to older adults and persons with disabilities in need of information and referrals to vital health and social services in the local community. After hours calls are handled by the 2-1-1 Call Center and follow up is provided by the ADRC Community Resource Specialists, as needed.

Inland SoCal has provided ADRC No Wrong Door enhanced information and referral services since July 1, 2022. Inland SoCal reported 4,353 total calls received for enhanced information and referral services for 2023-24, averaging 1,088 calls per quarter.

DAAS staff will continue to review monthly invoices to ensure charges are for services provided under the ADRC program prior to payment. Inland SoCal's performance will continue to be monitored through quarterly reports and invoices. An annual monitoring visit will also be conducted to ensure compliance with the administrative, program, and fiscal terms and conditions of the contract, as well as the California Department of Aging's ADRC Designation Criteria. The County reserves the right to request additional program and/or fiscal reports to facilitate this quarterly review.

The contract may be terminated by the County immediately in the event that funds are not available to the County or without cause by the County by serving a written notice to the Contractor thirty days in advance of termination.

On December 13, 2022 (Item No. 6), the Board of Supervisors (Board) approved Contract No. 22-1246 with Inland SoCal with a total contract amount of \$169,389, for the period of July 1, 2022, through June 30, 2023.

On June 27, 2023 (Item No. 8), the Board approved Amendment No. 1 to Contract No. 22-1246 with Inland SoCal, increasing the contract amount by \$169,389, from \$169,389 for a total of \$338,778, and extending the contract term by one year, for a total contract period of July 1, 2022, through June 30, 2024

On January 9, 2024 (Item No. 4) the Board approved Amendment No. 2 to Contract No. 22-1246 with Inland SoCal, to update the scope of work to include Consumer Experience Survey guidelines implemented by the CDA and revising quarterly reporting requirements, with no change to the contract amount or period.

On May 21, 2024 (Item No. 5), the Board approved Amendment No. 3 to Contract No. 22-1246 with Inland SoCal for ADRC No Wrong Door enhanced information and referral services updating standard language, increasing the contract amount by \$231,222 (erroneously listed as \$181,222 instead of \$231,222 due to an administrative error listing the contract amount as \$388,778 rather than \$338,778), from \$338,778 to a total not to exceed amount of \$570,000,

**Amendment to Contract with Inland Southern California 211+ for Aging
and Disability Resource Connection No Wrong Door Enhanced
Information and Referral Services
May 20, 2025**

and extending the contract by an additional year, for a total contract period of July 1, 2022 through June 30, 2025.

PROCUREMENT

Contract No. 22-1246 was awarded through a non-competitive procurement. Inland SoCal is known and recognized statewide and is the CDA approved coordinating entity for the ADRC of the County. Inland SoCal is the only information and referral service provider in the County. For these reasons, the Purchasing Department concurred with the noncompetitive nature of this contract.

REVIEW BY OTHERS

This item has been reviewed by Human Services Contracts (Patty Steven, Contracts Manager, 388-0241) on April 29, 2025; County Counsel (Jacqueline Carey-Wilson, Deputy County Counsel, 387-5455) on April 29, 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.

**Amendment to Contract with Inland Southern California 211+ for Aging
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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