

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

May 21, 2024

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. 3 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 \$181,222 from \$388,778 to a total not to exceed amount of \$570,000, and extending the contract by an additional year, for a total contract period of July 1, 2022 through June 30, 2025.

(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 \$181,222 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) 2024-25 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.

Through the ADRC, older adults and persons with disabilities can be provided with enhanced information and referral services, empowerment to consider all available options for long term support services, assistance with making informed decisions, access to community supports for needed services and help with meeting their personal goals for independence.

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 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).

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Inland SoCal has provided ADRC No Wrong Door enhanced information and referral services since July 1, 2022. Inland SoCal reported 5,540 total calls received for enhanced information and referral services for 2022-23, averaging 1,385 calls per quarter.

An ADRC No Wrong Door network is a system that enables consumers to access long-term services and supports (LTSS) through one agency, organization, coordinated network, or portal and provides information regarding the availability of LTSS, how to apply for LTSS, referrals services for LTSS available in the community, and either a determination of financial and functional eligibility for LTSS or assistance with 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.

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.

The County's ADRC was initially operated as an Emerging ADRC while developing key partnerships and laying the groundwork to become a Designated ADRC. All counties receive ADRC base funding, with Emerging ADRCs receiving additional funding to the base, and Designated ADRCs receiving the maximum funding. On December 24, 2021, the California Department of Aging (CDA) approved Designated ADRC status for DAAS beginning with the 2022-23 program year.

Inland SoCal's performance will continue to be monitored by review of quarterly reports and invoices and an annual monitoring visit to ensure compliance with the administrative, program, and fiscal terms and conditions of the contract, as well as the CDA's ADRC Designation Criteria. Performance measures include, but are not limited to:

- Providing comprehensive enhanced information and referral services to a minimum of 3,600 older adults and persons with disabilities annually through the toll-free ADRC hotline and 24-hour, seven days per week 2-1-1 Call Center.
- Performing a minimum of 50 surveys between July 1, 2023, and June 30, 2024, according to CDA instructions and requirements.
- Providing ADRC quarterly reports, including survey data, to the ADRC Core Partners.

The toll-free ADRC hotline is answered by ADRC Community Resource Specialists during normal business hours. 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.

The ADRC quarterly reports contain demographic information and client counts of the types of ADRC services provided, including calls received, intakes and assessments completed, warm transfers, services offered, and follow-ups made. Quarterly reports will now include survey data, such as the number of survey respondents, and respondent data for each survey category.

CDA uses the quarterly report information to analyze the program's success, develop performance measures and provide guidance to ADRCs across California. Inland SoCal will

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submit its quarterly report to the ADRC Core Partners, who will review the report for compliance with CDA ADRC requirements and compile data on the State form (CDA 7029). The submission of Inland SoCal's portion of the ADRC quarterly report will be used to measure its performance of ADRC Core Services on a quarterly basis.

DAAS staff will review monthly invoices to ensure charges are for services provided under the ADRC program prior to payment. The County reserves the right to request additional program and/or fiscal reports to facilitate this quarterly review. The contract may be terminated without cause by the County with 30-days written notice.

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.

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 non-competitive nature of this contract.

REVIEW BY OTHERS

This item has been reviewed by Human Services Contracts (Patty Steven, Contracts Manager, 388-5455) on March 21, 2024; County Counsel (Jacqueline Carey-Wilson, Deputy County Counsel, 387-5455) on April 16, 2024; Finance (John Hallen, Administrative Analyst, 388-0208) on May 6, 2024; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0238) on May 6, 2024.

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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

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

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: May 21, 2024



cc: DAAS - Tucci w/agree
 Contractor - c/o DAAS w/agree
 File - w/agree
CCM 05/22/2024