



CITY OF SANTA BARBARA

COUNCIL AGENDA REPORT

AGENDA DATE: April 22, 2014

TO: Mayor and Councilmembers

FROM: Administration, Housing & Human Services Division, Community Development Department

SUBJECT: Response To 2013-2014 Santa Barbara County Grand Jury Report Entitled: "What Is 2-1-1? Will It Survive In Santa Barbara County?"

RECOMMENDATION: That Council:

- A. Receive the Santa Barbara County Grand Jury Report on 2-1-1; and
- B. Authorize the Mayor to send a letter forwarding the City's response to the Grand Jury Report.

EXECUTIVE SUMMARY:

On February 10, 2014, City Council received a letter and report from the 2013-14 County of Santa Barbara Grand Jury entitled, "What is 2-1-1? Will It Survive in Santa Barbara County?" Per California Penal Code, Council is required to respond to the findings and recommendations of the Grand Jury Report within 90 days of receipt. The City's response will be posted on the Grand Jury website and it may be included in the Grand Jury's official published response report.

Discussion and recommended responses are included below.

DISCUSSION:

2-1-1 is an information and referral service that connects callers with information about services available to them, including: basic needs (i.e. food, clothing, and shelter), physical and mental health resources, domestic violence services, substance abuse services, employment support, rent and utility assistance, senior services, services for persons with disabilities, support for children, youth and families, legal assistance and more.

Authority for the operation of 2-1-1 information and referral services using the three-digit dialing code was first enacted by the Federal Communications Commission (FCC) in 2000. The Commission charged each state with the task of implementing the 2-1-1 program. In California, the California Public Utilities Commission (CPUC) is responsible for the operation, oversight, regulation and authority for 2-1-1. The services are typically

carried out by local organizations approved by the CPUC to use the 2-1-1 dialing code to serve specific counties. Information and referral centers seeking to utilize the 2-1-1 dial code apply to the CPUC for rights to use the service. Currently, 93 percent of the state's population has access to 2-1-1. Nationally, 2-1-1 covers 82 percent of the US population.

Family Service Agency (FSA) was a natural choice to host Santa Barbara County's 2-1-1 service since they had operated the Community Resource and Information Services/HelpLine Program for many years prior to the formation of 2-1-1. In early 2013, following numerous attempts to address a program deficit and garner additional community funding support, the FSA Board voted to suspend their role as the local host of 2-1-1. Since that time, the County of Santa Barbara has stepped in to serve as a bridge for the continuation of services until a determination could be reached regarding the disposition of 2-1-1 and corrections to the database.

A community-wide forum hosted by Supervisors Salud Carbajal and Peter Adam, as well as Assemblymember Das Williams was held in March 2013 and the consensus was that the service should be continued, yet there was a need to stabilize the funding, clean up the data base and find a new local host. In addition, two meetings with local mayors were held and several mayors expressed concerns regarding the future of 2-1-1 technology and the overall need for the program.

On March 5, 2014, the Board of the Community Action Commission (CAC) voted to pursue serving as the community host for 2-1-1 within Santa Barbara County contingent on funding being made available by the community. On April 1st, the County Board of Supervisors approved one-time funding of \$30,000 for data base clean up. The Board also directed staff to work with the cities to provide funding for the 2-1-1 program based on per capita call data.

County staff proposed a budget totaling \$189,700 that included outside funding of \$55,000, County funding of \$71,391 and a division of costs for the remaining \$63,309 among all cities in the county based on call data.

According to the proposed budget, the City of Santa Barbara's share would be 53% or \$33,554. However, the accuracy of this allocation is questionable due to the self-reporting nature of the data collected. For example, many people who live in the unincorporated area of the county have Santa Barbara addresses. In addition, the final Human Services quarterly report that Family Service Agency submitted to the City for the 2-1-1 program indicated that only 31% of Fiscal Year 2013 callers were from the City of Santa Barbara.

The 2013-2014 Santa Barbara County Grand Jury report entitled "What is 2-1-1? Will It Survive in Santa Barbara County?" includes five findings and three recommendations. Of these findings and recommendations, three findings and one recommendation pertain to the City of Santa Barbara. Staff's suggested responses are provided below:

GRAND JURY FINDINGS

Finding 1: *The Santa Barbara County 2-1-1 Helpline is a program that provides a valuable service to the residents of the county.*

Response to Finding 1: The City of Santa Barbara agrees with this finding.

Finding 2: *The Santa Barbara County 2-1-1 Helpline program database of community resources is out-of-date and in critical need of updating.*

Response to Finding 2: The City of Santa Barbara is not required to respond to this finding.

Finding 3: *There is insufficient funding to continue operating the Santa Barbara County 2-1-1 Helpline program.*

Response to Finding 3: The City of Santa Barbara concurs that there is currently a lack of sustainable funding for the operation of the 2-1-1 program.

Finding 4: *The cities of Santa Maria, Solvang, Buellton, Goleta, Carpinteria and Guadalupe do not contribute financially to the Santa Barbara County 2-1-1 Helpline Program.*

Response to Finding 4: From Fiscal Year 1990 through Fiscal Year 2013, the City of Santa Barbara has provided consistent funding to the 2-1-1 program (formerly CRIS/Helpline) averaging \$20,000 per year through the Human Services Grant allocation process. Applications were not received for Fiscal Years 2014 and 2015 so the City is currently not providing financial support to the program. The City of Santa Barbara is unable to comment on support contributed by other cities in the county.

Finding 5: *The County of Santa Barbara is only temporarily administering the Santa Barbara County 2-1-1 Program.*

Response to Finding 5: The City of Santa Barbara is not required to respond to this finding.

GRAND JURY RECOMMENDATIONS

Recommendation 1: *That the Santa Barbara County Board of Supervisors allocate the requested funds to update the Santa Barbara County 2-1-1 Helpline Program resource database.*

Response to Recommendation 1: The City of Santa Barbara is not required to respond to this recommendation.

Recommendation 2: *That the Santa Barbara County Board of Supervisors indentifies a local agency or organization qualified to assume the administrative and managerial responsibilities of the Santa Barbara County 2-1-1 Helpline Program.*

Response to Recommendation 2: The City of Santa Barbara is not required to respond to this recommendation.

Recommendation 3: *That the county, the cities, and other entities benefitting from the services provided by the Santa Barbara County 2-1-1 Helpline Program contribute funding in proportionate amounts as proposed by county staff in its December 2013 recommendations to the Board of Supervisors.*

Response to Recommendation 3: As mentioned in Finding #1 above, the City of Santa Barbara agrees that the 2-1-1 program provides a valuable service to the residents of the county. This is evidenced by the fact that the City of Santa Barbara consistently supported the program with General Fund Human Services grants from Fiscal Year 1990 through Fiscal Year 2013 averaging \$20,000 per year.

However, the City does not agree with the proportionate funding allocated by county staff in its December 2013 recommendation to the Board of Supervisors. According to the proposed allocation formula, the City of Santa Barbara's share would be \$33,554 (based on 53% of call volume). The call data collected is based upon 2-1-1 callers self-reporting their city of residence. The City questions the accuracy of this data due to the large number of people with Santa Barbara addresses living in the unincorporated areas of South County. It is likely that some percentage of the self-reporters may identify their residence as Santa Barbara City rather than stating that they live in the County unincorporated area. In addition, the final Human Services quarterly report received from Family Service Agency for the 2-1-1 program indicated that only 31% of Fiscal Year 2013 callers were residents of the City of Santa Barbara. The City therefore encourages the County to explore another allocation formula, such as per capita population or percent of call data based on zip code.

The City of Santa Barbara suggests that a request for funding be submitted for City Human Services funding for the 2-1-1 program. The Fiscal Year 2016 application cycle for the combined Community Development Block Grant and Human Services application process will begin in October 2014. Through this process, the Community Development and Human Services Committee (CDHSC) will assess the effectiveness of the program; determine whether the formula used to calculate the cities' contributions is equitable; and make a funding recommendation to the City Council.

Recommendation 4: *That the Santa Barbara County Board of Supervisors annually review the performance of the 2-1-1 Helpline Program.*

Response to Recommendation 4: The City of Santa Barbara is not required to respond to this recommendation.

BUDGET/FINANCIAL INFORMATION:

The 2-1-1 program has been a long time recipient of City Human Services funding and staff recommends that any future funding remain a part of the grant process. However, if Council decides to fund the program outside of the grant process, it would require an appropriation of General Fund monies.

ATTACHMENT: February 10, 2014 Grand Jury Letter and Report Titled
"What is 2-1-1? Will It Survive in Santa Barbara County?"

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SUBMITTED BY: Bettie Weiss, Acting Community Development Director

APPROVED BY: City Administrator's Office

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GRAND JURY
SANTA BARBARA COUNTY

February 10, 2014

City Council
City of Santa Barbara
735 Anacapa Street
Santa Barbara, CA 93101

Dear Council Members:

On behalf of the 2013-14 Santa Barbara County Grand Jury, I am enclosing a copy of our report, entitled, *What is 2-1-1? Will It Survive in Santa Barbara County?* for your review and response.

The full Grand Jury, County Counsel and the Presiding Judge, Arthur Garcia, have approved this report. The pertinent sections of the Standard Penal Code for the State of California require the following:

- You are receiving this report two working days prior to its release to the public, You shall not disclose this report prior to its public release (California Penal Code Section 933.05(f)).
- You must respond to each recommendation in this report.
- You must submit your original response to Judge Arthur Garcia.
- You must also submit a printed copy, as well as a copy on a CD-ROM disk in MS Word or PDF format, of your response to the current impaneled Grand Jury.
- If you are an elected county officer, agency head, or city mayor, the response time is not later than 60 days from the date of receipt of our report.

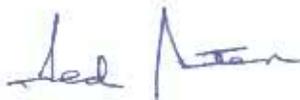
Your response will be posted on the Grand Jury website and may be included in our official published response report. Please send your response to:

The Honorable Arthur Garcia
Santa Maria Juvenile Court
4263 California Blvd
Santa Maria, CA 93455

and

Santa Barbara County Grand Jury
1100 Anacapa Street
Santa Barbara, CA 93101

Respectfully yours,

A handwritten signature in blue ink, appearing to read "Ted Sten". The signature is written in a cursive style with a large initial "T" and "S".

Ted Sten
Foreman
2013-14 Santa Barbara County Grand Jury

WHAT IS 2-1-1?

WILL IT SURVIVE IN SANTA BARBARA COUNTY?

SUMMARY

In spite of funding and management obstacles, the 2-1-1 Helpline Program has proven itself to be a vital community resource for Santa Barbara County. 2-1-1 is an easy telephone number to remember that connects people with important services and volunteer opportunities.

The future of the Santa Barbara County 2-1-1 Helpline is now in question. To continue operating, the program requires a lead organization to assume the responsibilities of administration, management, and development of additional funding. The program database is not current and must be updated. The County of Santa Barbara, several non-profit organizations, and two of eight cities in the county have contributed money to the 2-1-1 program to help keep it running. The Santa Barbara County Board of Supervisors will consider a proposal to provide one-time funding to complete the database update. The 2013-14 Santa Barbara County Grand Jury recommends that the Board of Supervisors approve the funding to update this critical database.

BACKGROUND

The 2-1-1 Program originated in Atlanta, Georgia in 1997 and it has become a significant referral program in communities across the United States and Canada. In 2012, 2-1-1 services in the United States answered more than 15.8 million calls. Currently, ninety-two percent of California's population has access to 2-1-1.¹

Every hour of every day, hundreds of people need essential human services - they are looking for training, employment, food pantries, help for an aging parent, addiction prevention programs for their teenage children, affordable housing options, support groups and ways of becoming part of their community. 2-1-1 allows people to give help and to get help.²

From early 2005 until March 31, 2013 the 2-1-1 Helpline Program in Santa Barbara County was managed by the Family Service Agency (FSA) of Santa Barbara. According to FSA statistics in 2011, there were 15,000 telephone calls to 2-1-1 and 45,000 hits to the 2-1-1 website.

Due to a lack of funding, FSA ceased the administration of 2-1-1 on March 31, 2013. The Santa Barbara County Executive Office then assumed management of the program on an interim basis.

Santa Barbara County's 2-1-1 calls have been continuously handled, under a contract, by a call center operated by Interface Children and Family Services (Interface), a non-profit organization

¹ <http://www.211us.org/> (last visited February 6, 2014)

² *ibid*

WHAT IS 2-1-1?

located in Ventura County. Interface administers and operates the 2-1-1 for Ventura County and contracts with several counties throughout California to provide the 2-1-1 call center service. Interface is willing to continue to operate the call center as a contractor of services; however, they will not take on the full operation for Santa Barbara County.

One of the most significant problems facing the Santa Barbara County program is that the database, which needs to provide current resources for callers, is several years out-of-date.

METHODOLOGY

The Grand Jury obtained information through interviews, written and digital communications with the FSA, Interface, the Santa Barbara County Executive Office, Board of Supervisors staff, and the internet.

OBSERVATIONS AND ANALYSIS

The 2-1-1 Helpline Program serves the residents of Santa Barbara County by providing referrals to necessary human services and resources. The majority of calls to 2-1-1 from July 2012 to February 2013 were from the cities of Santa Barbara, Santa Maria, Lompoc, and Goleta. Services requested were primarily for food, shelter, and mental health. Additional calls concerned income support, family life, health care, and criminal justice needs.

The 2-1-1 program must have a local organization to assume administration and management in order to be effective. The program needs not only a local lead agency, but also a full-time program director to manage the database, promote program awareness through public outreach, and conduct fund raising. The total budget for operating the service is \$189,714 for the current fiscal year.³

Funds for the 2-1-1 Helpline Program are provided by Santa Barbara County Human Services, City of Santa Barbara, Santa Barbara County Alcohol and Drug Program, Info Line of San Diego County, United Way of Santa Barbara, First 5 of Santa Barbara County, a CalFresh grant, and the City of Lompoc.

One of the most significant problems facing the Santa Barbara County program is the out-of-date database. On March 4, 2014, the Santa Barbara County Board of Supervisors is scheduled to consider one-time additional funding of \$30,000 for the database upgrade in order to maintain the viability of this critical program.

The 2-1-1 Helpline Program also works with the Santa Barbara County Emergency Operations Center (EOC) during emergencies and disasters. The EOC coordinates with 2-1-1 to provide information to the public regarding exit routes, shelter areas, and other useful information. For

³ Santa Barbara County Board of Supervisors agenda item 13-00883 December 3, 2013
<https://santabarbara.legistar.com/View.ashx?M=F&ID=2898807&GUID=82C4BC09-BAEF-4730-BB65-34DD3FED3016> (last visited February 6, 2014)

WHAT IS 2-1-1?

example, the EOC and 2-1-1 worked together during the Tea Fire and the Jesusita Fire to assist in providing information to the public.

CONCLUSION

Maintaining the 2-1-1 Helpline Program will preserve a valuable resource for all residents of Santa Barbara County. The beneficiaries of the services from the 2-1-1 Helpline Program are the residents of every city and every area of the county. The 2013-14 Santa Barbara County Grand Jury urges the six cities in the county that do not contribute to join with the county, and the Cities of Santa Barbara and Lompoc in contributing financially to make the 2-1-1 program work. Furthermore, the Grand Jury encourages the Board of Supervisors to fund the database update so that the citizens of Santa Barbara County will not be deprived of this vital resource.

FINDINGS AND RECOMMENDATIONS

Finding 1

The Santa Barbara County 2-1-1 Helpline is a program that provides a valuable service to the residents of the county.

Finding 2

The Santa Barbara County 2-1-1 Helpline Program database of community resources is out-of-date and in critical need of updating.

Finding 3

There is insufficient funding to continue operating the Santa Barbara County 2-1-1 Helpline Program.

Finding 4

The cities of Santa Maria, Solvang, Buellton, Goleta, Carpinteria, and Guadalupe do not contribute financially to the Santa Barbara County 2-1-1 Helpline Program.

Finding 5

The County of Santa Barbara is only temporarily administering the Santa Barbara County 2-1-1 Program.

Recommendation 1

That the Santa Barbara County Board of Supervisors allocate the requested funds to update the Santa Barbara County 2-1-1 Helpline Program resource database.

Recommendation 2

That the Santa Barbara County Board of Supervisors identifies a local agency or organization qualified to assume the administrative and managerial responsibilities of the Santa Barbara County 2-1-1 Helpline Program.

WHAT IS 2-1-1?

Recommendation 3

That the county, the cities, and other entities benefitting from the services provided by the Santa Barbara County 2-1-1 Helpline Program contribute funding in proportionate amounts as proposed by county staff in its December 2013 recommendations to the Board of Supervisors.

Recommendation 4

That the County of Santa Barbara Board of Supervisors annually review the performance of the 2-1-1 Helpline Program to justify its continued funding.

REQUEST FOR RESPONSE

Pursuant to California Penal Code Section 933 and 933.05, the Jury requests each entity or individual named below to respond to the enumerated findings and recommendations within the specified statutory time limit:

Santa Barbara County Board of Supervisors – 90 Days

Findings 1, 2, 3, and 5

Recommendations 1, 2, 3, and 4

City of Santa Maria – 90 Days

Findings 1, 3, and 4

Recommendation 3

City of Solvang – 90 Days

Findings 1, 3, and 4

Recommendation 3

City of Buellton – 90 Days

Findings 1, 3, and 4

Recommendation 3

City of Goleta – 90 Days

Findings 1, 3, and 4

Recommendation 3

City of Carpinteria - 90 Days

Findings 1, 3, and 4

Recommendation 3

City of Santa Barbara – 90 Days

Findings 1, 3, and 4

Recommendation 3

City of Lompoc – 90 Days

Findings 1, 3, and 4

Recommendation 3

City of Guadalupe – 90 Days

Findings 1, 3, and 4

Recommendation 3