



# Pinellas County

## Staff Report

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File #: 22-1482A, Version: 1

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### **Subject:**

First Option of Renewal and Amendment 1 with 211 Tampa Bay Cares, Inc. for call center operations.

### **Recommended Action:**

Approval of the Funding Agreement First Option of Renewal and Amendment 1 with 211 Tampa Bay Cares, Inc. for call center operations.

- This Renewal will provide for continued support of 211's free, confidential, multi-lingual, 24-hour access to community information, services, and resources. The Amendment will update standard contract terms and documents participation in the Behavioral Health Coordinated Access Model.
- Funding in an amount not to exceed \$536,250.00 has been included in the Human Services' Fiscal Year 2023 General Fund budget request.
- This Renewal is funded at the same annual amount as the original agreement and is effective beginning October 1, 2022 and expires September 30, 2024.

### **Strategic Plan:**

Ensure Public Health, Safety, and Welfare

2.1 Provide planning, coordination, prevention, and protective services to ensure a safe and secure community

2.2 Be a facilitator, convener, and purchaser of services for those in need

Deliver First Class Services to the Public and Our Customers

5.1 Maximize partner relationships and public outreach

5.2 Be responsible stewards of the public's resources

5.3 Ensure effective and efficient delivery of county services and support

### **Summary:**

This renewal will allow 211 to continue to provide critical support services for Pinellas County residents in need by supporting staff and operations for a community information and referral call center. Trained staff provide callers with information and referrals to community resources, human services, financial assistance, medical and behavioral healthcare, substance abuse programs and volunteer opportunities. Additionally, the amendment will outline 211's partnership and participation in the CAM.

### **Background Information:**

In addition to general assistance calls, 211 provides 24-hour access to crisis intervention, counseling, and referrals to individuals experiencing a mental health crisis. In FY21, 211 answered 187,898 total contacts (phone, email, and text).

### **Fiscal Impact:**

Funding in an amount not to exceed \$536,250.00 has been included in the Human Services' FY23 General

Fund budget request.

**Staff Member Responsible:**

Karen Yatchum, Director, Human Services

**Partners:**

211 Tampa Bay Cares, Inc.

**Attachments:**

Renewal and Amendment

FY20-22 211 Tampa Bay Cares Call Center Contract