



Pinellas County

Staff Report

File #: 16-1039D, Version: 1

Subject:

First Amendment to the Funding Agreement with 2-1-1 Tampa Bay Cares, Inc. for Call Center Operations.

Recommended Action:

Approval and execution by the County Administrator of the First Amendment to the Funding Agreement with 2-1-1 Tampa Bay Cares, Inc. (2-1-1) for Call Center Operations.

Strategic Plan:

Ensure Public Health, Safety and Welfare

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

Deliver First Class Services to the Public and Our Customers

5.3 Ensure effective and efficient delivery of county services and support.

Summary:

The 2-1-1 Call Center Agreement was identified during the budget process for a 5% increase for the start of Fiscal Year 2017 (FY17). In addition, the Board of County Commissioners (Board) approved an additional \$75,000.00 for staff and operations for the 2-1-1 Call Center through an FY17 decision package. This Amendment increases the base budget of \$325,000.00 by 5%, and adds the additional \$75,000.00 to increase efficiency and capacity of the call center.

Background/Explanation:

2-1-1 provides a critical support service 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.

In addition to general assistance calls, 2-1-1 provides 24-hour access to crisis intervention, counseling, and referrals for individuals experiencing a mental health crisis. Call center staff capture data on services and referrals in the hosted, secure, centralized, web-based database known as the Tampa Bay Information Network (TBIN). In FY16, 2-1-1 answered 61,107 phone calls. The program showed a 21.5% increase in answered phone calls when compared to FY15.

Fiscal Impact:

Both a 5% increase and an additional \$75,000.00 are budgeted in the Human Services' General Fund appropriation for FY17. The 5% increase of \$16,250.00 and the \$75,000.00 increase from the decision package bring the total not-to-exceed amount to \$416,250.00 for FY17.

Delegated Authority:

Authority for the County Administrator to sign these Amendments is granted under Code Section 2-62 (a)(2).

Staff Member Responsible:

Lourdes Benedict, Director, Human Services

Partners:

2-1-1 Tampa Bay Cares, Inc.

Homeless Leadership Board

Continuum of Care Providers

Attachments:

FY17 211 Call Center Amendment

FY16 211 Fully Executed Agreement