



Pinellas County

Staff Report

File #: 17-988D, Version: 1

Subject:

Second 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 Second 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

2.1 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.

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

Summary:

This amendment provides for additional late night shift coverage and increased salary support for 2-1-1 crisis staff to implement the Fiscal Year 2018 (FY18) decision package approved by the Board of County Commissioners (Board). Currently, the night shift is covered with a single staff operator. The additional funding is necessary to increase operator support for crisis and business calls as well as to prevent future turnover within the crisis support team.

Background/Explanation:

2-1-1 provides a 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.

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. In FY17, 2-1-1 answered 28,345 after-hours/crisis phone calls. The program showed a 20% increase in answered after-hours/crisis phone calls when compared to FY16.

Fiscal Impact:

The \$120,000.00 increase was approved by the Board as a decision package for FY18. The increase of \$120,000.00 brings the agreement total "not to exceed" to \$536,250.00 per fiscal year. This amount is included in the Human Services' FY18 General Fund appropriations.

Delegated Authority:

Authority for the County Administrator to sign this amendment is granted under Code Section 2-62(a) (1).

Staff Member Responsible:

Lourdes Benedict, Director, Human Services

Partners:

2-1-1 Tampa Bay Cares, Inc.

Attachments:

FY18 211 Call Center Amendment 2