



Pinellas County

Staff Report

File #: 18-505A, **Version:** 1

Subject:

First Option of Renewal of the funding agreement with 2-1-1 Tampa Bay Cares, Inc. for call center operations.

Recommended Action:

Approval of the First Option of Renewal of 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 renewal agreement will allow 2-1-1 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.

Background Information:

In addition to general information and referral calls, 2-1-1 provides 24-hour access to crisis intervention, counseling, and referrals for individuals experiencing a mental health crisis. In Fiscal Year 2017 (FY17), 2-1-1 answered 28,345 after-hour/crisis phone calls. The program showed a 20% increase in answered after-hours/crisis phone calls when compared to Fiscal Year 2016 (FY16).

In 2017, the Board of County Commissioners (Board) approved additional funding through a FY17 decision package for staff and operations to increase efficiency and capacity of the call center. In 2018, the Board approved additional funding through a FY18 decision package to increase operator support for crisis and business calls as well as to prevent future turnover within the crisis support team.

Fiscal Impact:

Funding in an amount not to exceed \$536,250.00 is included in the Human Services' General Fund appropriation in the Fiscal Year 2019 (FY19) Proposed Budget.

Staff Member Responsible:

Daisy Rodriguez, Healthcare Administrator, Human Services

Partners:

2-1-1 Tampa Bay Cares, Inc.

Attachments:

Renewal