



# Pinellas County

## Staff Report

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**File #:** 19-1150A, **Version:** 1

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### **Subject:**

Funding Agreement with 2-1-1 Tampa Bay Cares, Inc. for call center operations.

### **Recommended Action:**

Approval of the Funding Agreement with 2-1-1 Tampa Bay Cares, Inc. for call center operations.

- This Agreement provides free, confidential, multi-lingual, 24-hour access to community information, services and resources.
- Funding in an amount not to exceed \$536,250.00 annually has been included in the Human Services' fiscal year Budget Request.
- This Agreement is effective beginning October 1, 2019, and expires on September 30, 2022. This agreement contains 2 one-year options of renewal.

### **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 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 assistance calls, 2-1-1 provides 24-hour access to crisis intervention, counseling, and referrals for individuals experiencing a mental health crisis. In Fiscal Year 2018 (FY18), 2-1-1 answered 167,044 total contacts (phone, email, text and chats).

### **Fiscal Impact:**

Funding in an amount not to exceed \$536,250.00 has been included in the Human Services' FY20 Proposed Budget for this purpose.

### **Staff Member Responsible:**

Daisy Rodriguez, Director, Human Services

**Partners:**

2-1-1 Tampa Bay Cares, Inc.

**Attachments:**

Agreement

Attachment 1 - Data Sharing

Attachment 2 - Budget Modification

Attachment 3 - Insurance Requirements