

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

612



**FROM: DEPARTMENT OF PUBLIC SOCIAL SERVICES**

**SUBMITTAL DATE:**  
June 10, 2008

**SUBJECT: APPROVAL OF PROFESSIONAL SERVICES AGREEMENT # AA 3175-00 WITH VOLUNTEER CENTER OF RIVERSIDE COUNTY TO PROVIDE 2-1-1 SERVICES FOR FY 08/09**

**RECOMMENDED MOTION:** That the Board of Supervisors Approve and:

1. Authorize the Chairman of the Board to execute the attached Agreement # AA 3175-00, without competition, between the Department of Public Social Services (DPSS) and the Volunteer Center of Riverside County to provide 2-1-1 services for the period of July 1, 2008 through June 30, 2009 for an amount not to exceed \$70,000.
2. Authorize the Purchasing Agent to approve and execute any future ministerial amendments for this agreement; and
3. Authorize the Director of DPSS to administer the Agreement with Volunteer Center of Riverside County.

*Susan Loew*

Susan Loew, Director

**(CONTINUED - 2 PAGES IN TOTAL)**

**FINANCIAL DATA**

Current F.Y. Total Cost:	\$70,000	In Current Year Budget:	YES
Current F.Y. Net County Cost:	\$ 4,277	Budget Adjustment:	NO
Annual Net County Cost:	\$ 4,277	For Fiscal Year:	2008/2009

**SOURCE OF FUNDS: Federal - 56.63%, State - 30.94%, County 6.11%, Realignment - 5.70%, Other - 0.62%**

Positions To Be Deleted Per A-30	<input type="checkbox"/>
Requires 4/5 Vote	<input checked="" type="checkbox"/>

**C.E.O. RECOMMENDATION:**

APPROVE

BY: *Debra Cournoyer*  
Debra Cournoyer

**County Executive Office Signature**

- Dept Recomm.:  Consent  Policy
- Per Exec. Ofc.:  Consent  Policy

**Prev. Agn. Ref.: 11/21/06 (Agenda #3.17) | District: All | Agenda Number:**

ATTACHMENTS FILED  
WITH THE CLERK OF THE BOARD

**3.31**

**TO: BOARD OF SUPERVISORS**

**DATE: 06/10/08**

**Page: 2**

**SUBJECT:** Agreement # AA 3175-00 FY 08/09 – Volunteer Center of Riverside County for 2-1-1 Services for DPSS Programs.

**BACKGROUND:**

The Volunteer Center of Riverside County is a non-profit organization that provides telephone information and referral services. DPSS has contracted with the Volunteer Center for the past two years, and wishes to continue its support of the Volunteer Center of Riverside County for the 08/09 fiscal year.

2-1-1 Riverside County was launched by the Volunteer Center of Riverside County on July 1, 2005 to link people with the information about community resources to meet their health and human service needs. The California Public Utilities commission ruled in August 2004, that the Volunteer Center of Riverside County was designated as the sole 2-1-1 provider for this county.

Information is power and 2-1-1 continues to link the residents of Riverside County with the power to find solutions and get help. A comprehensive 2-1-1 service provides information and referral about all types of community services and resources, spanning all demographic groups within the geographic area being served.

2-1-1 has continued to connect DPSS clients to various resources such as ensuring that our children have access to proper housing, nutrition and health care so that they can succeed in school; aiding our senior citizens to locate and pay for prescription drugs so that they maintain active lives; and assisting our social workers to connect the victims of domestic violence with groups that provide shelter so they can leave their violent situations.

Through this continuation of support, the Volunteer Center of Riverside County will provide useful client level statistical information to all DPSS supported programs.

**FINANCIAL DATA:**

This Agreement shall allocate \$70,000 for the period of July 1, 2008 through June 30, 2009 with no renewal options.

Federal – 56.63%, State – 30.94%, County 6.11%, Realignment – 5.70%, Other – 0.62%

**CONCUR/EXECUTE – County Purchasing**

Date: May 27, 2008  
From: Susan Loew Department/Agency: Department of Public Social Services  
To: Board of Supervisors  
Via: Purchasing Agent  
Subject: Sole Source Procurement; Request for

The below information is provided in support of my Department requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole source.

Supply/Service being requested: 2-1-1 Information and Referral Services

211 is a three digit easy to remember number that was designated by the Federal Communications Commission to facilitate connection with the local health and human service information providers. The California Public Utilities commission ruled in August 2004, that the Volunteer Center of Riverside County was designated as the sole 211 provider for Riverside County. The Volunteer Center maintains a comprehensive web-based database of over 800 agencies and 2200 community programs to help 211 specialists respond to callers' needs.

Supplier being requested: Volunteer Center of Riverside County

Alternative suppliers that can or might be able to provide supply/service: None. The Volunteer Center of Riverside County is the sole provider of 2-1-1 Services in Riverside County.

Extent of market search conducted: 2-1-1 Riverside County was launched by the Volunteer Center of Riverside County on July 1, 2005 to link people with the information about community resources to meet their health and human service needs. The California Public Utilities commission ruled in August 2004, that the Volunteer Center of Riverside County was designated as the sole 2-1-1 provider for this county.

Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide: Information is power and 2-1-1 continues to link the residents of Riverside County with the power to find solutions and get help. A comprehensive 2-1-1 service provides information and referral about all types of community services and resources, spanning all demographic groups within the geographic area being served.

Reasons why my department requires these unique features and what benefit will accrue to the county: DPSS has contracted with the Volunteer Center since Fiscal year 06/07, and wishes to continue its support during the 08/09 fiscal year. On November 21, 2006 (Agenda # 3.17), the Board of Supervisors approved agreement # AA 3175-00 without competition for 2-1-1 services. The term of the agreement was for the period of July 1, 2006 through June 30, 2008 for the amount of \$70,000 per fiscal year. The 08/09 agreement requires board approval, as there are no renewal options remaining for the current agreement which expires June 30, 2008.

The renewal of this agreement without competition will ensure that 2-1-1 continues to connect DPSS clients to various resources. Through this continuation of support, the Volunteer Center of Riverside County will continue to provide client level statistical information to all DPSS supported programs.

Price Reasonableness: DPSS has contracted with the Volunteer Center for 2-1-1 services for the past two years. The 08/09 Maximum Reimbursable Amount of \$70,000 remains unchanged from previous funding levels of 06/07 and 07/08 fiscal years. Several funding sources contributed to the successful development and launch of 211, including First Five Riverside, United Way, County of Riverside CDBG funds, the cities of Riverside County, Bank of America, the Weingart Foundation, Desert Healthcare District, and the Community Foundation Serving Riverside and San Bernardino Counties. The Riverside County Executive Office continues to work with departments that fund 2-1-1 services to ensure a coordinated effort.

Does moving forward on this product or service further obligate the county to future similar contractual arrangements? **NO**

Susan Loew 5/28/08  
Department Head Signature Date

Purchasing Department Comments:

Approve      Approve with Condition/s      Disapprove  
M. [Signature] 5/28/08  
Purchasing Agent Date

**Volunteer Center of Riverside County  
2-1-1 Services**

**April 9, 2008**

**PURPOSE:** To renew the Professional Services Agreement between Riverside County DPSS and Volunteer Center of Riverside County.

**CONTRACT TERM:** July 1, 2008 through June 30, 2009

**MAXIMUM \$:** \$70,000

**AGREEMENT NO.:** AA 3175-00

**BACKGROUND:**

- This professional services agreement for 2-1-1 services is being renewed with the Volunteer Center of Riverside County for FY 08/09. DPSS has contracted with the Volunteer Center for the past two years, and wishes to continue its support during the 08/09 fiscal year.
- 2-1-1 Riverside County was launched by the Volunteer Center of Riverside County on July 1, 2005 to link people with the information about community resources to meet their health and human services needs. The California Public Utilities commission ruled in August 2004, that the Volunteer Center of Riverside County was designated as the sole 2-1-1 provider for this county.
- The 08/09 agreement requires board approval, as there are no renewal options remaining for the current agreement which expires June 30, 2008. The Board of Supervisors approved agreement # AA 3175-00 on November 21, 2006 for a two year period of July 1, 2006 through June 30, 2008 (Agenda # 3.17).
- The renewal of this agreement without competition will ensure that 2-1-1 continues to connect DPSS clients to various resources. Through this continuation of support, the Volunteer Center of Riverside County will continue to provide client level statistical information to all DPSS supported Programs.

**The 08/09 Renewal Agreement changed the following:**

- Effective Term dates
- Updated fiscal provisions and required supporting documentation;
- Updated Hold Harmless/Indemnification provision
- Updated Insurance Provisions;and
- Updated scope of services and Reporting sections of agreement to resolve issues identified in previous agreement by CAU, IRG, MRU, ADMIN. CSD, and the Contractor.