

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



ITEM: 3.3
(ID # 25947)

MEETING DATE:
Tuesday, September 10, 2024

FROM : BOS DISTRICT 5

SUBJECT: BOS DISTRICT 5: Approval of Fifth District American Rescue Plan Act (ARPA) funds to Inland Southern California 211 to support contact center operations and Riverside County Integrated Services, District 5. [\$2,229,953 Total Cost – 100% American Rescue Plan Act (ARPA)] (4/5th Vote Required)

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the use of \$2,229,953 from Fifth District American Rescue Plan Act (ARPA) Allocation for Inland Southern California 211 for streamlined access to services by providing direct connections to a suite of resources, reducing the need for multiple calls and visits, integrating directly with County services, allowing residents to access multiple benefits in a single call. Enhance data warehouse to better track and report service usage and effectiveness including enhanced reporting and data visualization.
2. Direct the Executive Office to prepare the agreement and necessary budget adjustments.

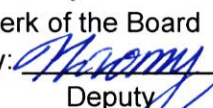
ACTION:Policy


Supervisor Yxstian Gutierrez 9/4/2024

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Gutierrez, seconded by Supervisor Spiegel and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez
Nays: None
Absent: None
Date: September 10, 2024
xc: BOS-Dist. 5, E.O.

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

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

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	2,229,953	\$ 0	\$ 2,229,953	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: 100% American Rescue Plan Act			Budget Adjustment: Yes For Fiscal Year: 24/25	

BACKGROUND:

On March 11, 2021, President Biden signed the American Rescue Plan Act of 2021 (H.R. 1319) into law. The \$1.9 trillion package is intended to combat the COVID-19 pandemic, including the public health and economic impacts. On April 27, 2021, the Executive Office presented the Board of Supervisors with a preliminary ARPA funding allocation, then on October 19, 2021, presented a revised funding allocation after the U.S. Treasury released the ARPA interim funding guidelines.

As part of the \$362 billion in federal fiscal recovery aid for state and local governments, \$65.1 billion is provided in direct aid to counties. Riverside County's share of the ARPA funding is \$479 million, of which the first installment of \$239.9 million was received on May 10, 2021, and the second installment in the same amount was received on June 6, 2022. The Board approved the allocation of ARPA funding from both installments for eligible projects in the categories of infrastructure, housing and homelessness, workforce development, neighborhood revitalization, business revitalization, childcare facilities, and non-profits. On October 4, 2022, the Board of Supervisors approved the ARPA 2nd installment funding allocation which allocated \$33 million per district. The funds must be obligated by December 31, 2024, and expended by December 31, 2026.

The following project is being recommended for Fifth District ARPA funding allocation and is determined to follow ARPA funding objectives and US Treasury eligibility criteria by the Executive Office.

Inland Southern California 211 and ISD Service Enhancement - \$2,229,953.

During the pandemic, and still today, Riverside County residents have faced significant barriers in accessing critical social services, often dealing with complex and fragmented systems. Inland Southern California 211 (ISC211), the only nationally accredited, 24/7 contact center for social services with a three-digit number plays a vital role in addressing these challenges. Each year, ISC211 handles over 400,000 calls, providing enrollment services, benefits counseling, resource navigation, and referrals to services not provided internally. It also maintains an extensive, regularly updated database of thousands of services. Moreover, ISC211 has been a

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

crucial resource during emergency events, alleviating call traffic for emergency responders and County staff, and serving as a trusted messenger for residents and County Departments.

To further enhance service delivery and align with the County's vision of seamless access to resources, the Fifth District is recommending an investment of ARPA funding into ISC211. This investment will allow for integration with County services for single-call access to multiple benefits, and an upgrade to the data warehouse for improved service tracking and reporting. Riverside County residents will benefit from dedicated agents specifically assigned to Riverside County calls, ensuring maximum service efficiency, particularly during peak hours. This will streamline service delivery, reduce wait times, and eliminate the need for residents to make multiple calls or in-person visits.

This investment is expected to have a profound impact on the community, benefiting thousands of residents annually. By prioritizing calls, enhancing case management, and improving data tracking, ISC211 will provide quicker and more efficient access to a wide range of social services. Residents will experience faster connections to the resources they need, and the integration of County services into a single access point will simplify the process, allowing residents to access multiple benefits with one call. Ultimately, this expansion will make essential services more accessible, responsive, and tailored to individual needs, directly supporting the County's broader goals of improving community well-being. Below is the estimated cost breakdown, covering the implementation and operation of the expanded ISC211 services throughout fiscal years (FY) 2024/25 and FY 2025/26, concluding no later than December 31, 2026.

Category	Estimated Cost
Equipment	\$ 120,000
Staffing	\$ 2,000,353.
O&M	\$ 109,600
Contingency	\$ 0
Total	\$2,229,953.

Impact on Residents and Businesses

This program responds to the negative public health and economic impact disparities as described in the ARPA Final Rule. It will further strengthen our communities in recovering from the effects of the pandemic, in accordance with ARPA eligibility guidelines, through additional investments to integrate county services.

Additional Fiscal Information

The proposed services will be funded entirely by ARPA funding from United States Department of Treasury funds and will not impact the County's General Fund. Project expenses will occur in FY 24/25 through FY 25/26.