

17756

Date: June 3, 2011

To: Honorable Board of Acquisition and Contract

From: Kevin J. Plunkett  
Deputy County Executive

Re: **Resolution authorizing the County of Westchester to enter into an Agreement with the United Way of Westchester and Putnam for the operation of the Hudson Valley Region 211 Call Center to provide Free Information and Referral Services to County Residents at a cost of \$100,000 for the period May 1, 2011 to April 30, 2012, payable quarterly**

Authority is requested for the County of Westchester to enter into an Agreement with the United Way of Westchester and Putnam (the "United Way") to operate the Hudson Valley Regional 211 Call Center to provide callers from Westchester County with health and human services information, as well as call referral to appropriate County departments for the term May 1, 2011 through April 30, 2012 at a cost of \$100,000, payable quarterly. The Hudson Valley Regional 211 Call Center, operated by the United Way, allows approximately two million residents of Westchester, Rockland, Putnam, Orange, Ulster and Dutchess counties to make free 211 calls, 24 hours a day, seven days a week, in order to get information and, if necessary, immediate telephone transfer to the appropriate County department. The other Counties enter into agreements with the United Way for the operation of the Hudson Valley Regional 211 Call Center. Information and referrals are provided for questions regarding basic needs, legal, health, mental health, income security, education, consumer and environmental quality.

Results shown below indicate that utilizing 2-1-1 as an entry point for services under this contract is a cost savings to the County, as well as, an easy way to access services for County residents. Last year 77 percent of all calls were related to this contract; 23 percent of the total calls were generic in nature.

United Way projects a 15 percent increase in 2011-12 contract year based on historical data shown below.

<u>Programs</u>	<u>2009-10</u>	<u>2010-11</u>
EITC- Tax Assistance Program	954	1504
Westchester Recycling	3424	8033
Office for the Disabled	985	872
Heap	2083	2376
Home Energy Audit		2021
Summer Youth Employment		890

Performance goals/measurable objectives for contract year 2011-2012:

<b>Goal</b>	<b>Activities</b>	<b>Reports</b>
<ul style="list-style-type: none"> <li>Based on aggregated data, 2-1-1 will identify the types of calls received in order to assist Westchester County Government to anticipate demand for services and mobilize resources to meet changing needs</li> </ul>	<ul style="list-style-type: none"> <li>Call specialists will capture accurate data on caller demographics, area of expressed need, and referrals made or info given</li> <li>Meet with County Executive's Office for review of progress and to generate ideas for additional efficiencies as requested or needed</li> </ul>	<ul style="list-style-type: none"> <li>Monitor call data and volume</li> <li>Report service data by county departments and areas of service within those departments</li> <li>Number of callers, services to which referred, and areas where service gaps exist</li> <li>Reports are refined as requested and as new services are added</li> <li>Track data over time to identify trends</li> </ul>
<ul style="list-style-type: none"> <li>Enable more county departments to use 2-1-1 in their outreach and information activities</li> </ul>	<ul style="list-style-type: none"> <li>To implement new initiatives with county departments</li> </ul>	<ul style="list-style-type: none"> <li>To be determined from discussions with the County Executive's Office and relevant departments, and dependent upon needs of initiatives</li> </ul>

Authority to exempt this Agreement from the requirements of the Westchester County Procurement Policy and Procedures pursuant to Section 3(a)xxi thereof, has been granted by your Honorable Board in accordance with a separate resolution of even date herewith.

This agreement will serve a public purpose by facilitating residents' access to critical services that will improve their quality of life. The goal of providing County residents with access to these critical services will be monitored by the Office of the County Executive through statistical reports provided by the United Way indicating the quantity of persons served and the types and categories of referrals made.

Access to the 211 hotline will allow for a more efficient use of County resources by encouraging public referrals to relevant County Departments before an emergency situation arises thereby avoiding a possible emergency response by the Police or other departments.

Operational since September, 2005, the 211 hotline will continue to provide a needed resource to residents of Westchester County. Therefore, a resolution authorizing an agreement with United Way to operate the 211 hotline is attached for your Honorable Board's approval.

KJP/DI/ml  
Attachment

## RESOLUTION

Upon a communication from the Deputy County Executive, be it hereby

**RESOLVED**, that the County of Westchester is hereby authorized to enter into an agreement with the United Way of Westchester and Putnam to operate the Hudson Valley Region 211 Call Center for the provision of free information and referral services to County residents for a fee of \$100,000, payable quarterly, for the term May 1, 2011 through April 30, 2012; and be it further

**RESOLVED**, that this contract is subject to County appropriations; and be it further

**RESOLVED**, that this Agreement is also subject to further financial analysis of the impact of any New York State Budget (the "State Budget") proposed and adopted during the term of this Agreement. The County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of a State Budget or any amendments thereto, and for a reasonable period of time after such release(s) or adoption(s), to conduct an analysis of the impacts of any such State Budget on County finances. After such analysis, the County shall retain the right to either terminate this Agreement or to renegotiate the amounts and rates approved herein. If the County subsequently offers to pay a reduced amount to the Contractor, then the Contractor shall have the right to terminate this Agreement upon reasonable prior written notice; and be it further

**RESOLVED**, that the County Executive, or his duly authorized designee is hereby authorized to execute any and all documents and to take all action necessary and appropriate to effectuate the purposes hereof.

Account to be  
Charged/Credited

	Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub- Object	Trust Account	Dollars
2011	101	16	6000	4420	N/A	\$50,000
2012	101	16	6000	4420	N/A	\$50,000

Budget Funding Year(s) 2011- 12 Start Date 5/1/11 End Date 4/30/12

(must match resolution)

Funding Source Tax Dollars 100%

State Aid \_\_\_\_\_

**\$100,000** Federal Aid \_\_\_\_\_

(must match resolution) Other \_\_\_\_\_

APPROVED BOARD OF ACQUISITION & CONTRACT - 06/16/2011 JOMARY VEIRA, SECRETARY