

69716

Date: May 13, 2019

To: Honorable Board of Acquisition and Contract

From: Kenneth W. Jenkins  
Deputy County Executive

Re: **Request for authority for 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 Westchester County Residents at a cost not to exceed \$100,000 for the period January 1, 2019 through December 31, 2019, payable quarterly**

Authority is requested for the County of Westchester (the “County”) 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 January 1, 2019 through December 31, 2019 at a cost not to exceed \$100,000, payable quarterly (the “Agreement”). The Hudson Valley Regional 211 Call Center, operated by the United Way allows the approximately two million residents of Westchester, Rockland, Putnam, Orange, Ulster and Dutchess counties to make a free 211 call, 9 a.m. to 7 p.m. seven days a week, 365 days a year, to obtain 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.

Performance goals/measurable objectives for contract year January – December 2018:

<i>Goal</i>	<i>Activities</i>	<i>Reports</i>
<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</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> </ul>

	additional efficiencies as requested or needed	<ul style="list-style-type: none"> <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 submitted to 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 provides a needed resource to residents of the County. Therefore, it is respectfully requested that your Honorable Board approve the attached resolution authorizing an agreement with United Way so that it may continue to provide this valuable service.

Attachment

KJ/jrc

## RESOLUTION

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

**RESOLVED**, that the County of Westchester (the "County") is hereby authorized to enter into an agreement with the United Way of Westchester and Putnam (the Contractor") to operate the Hudson Valley Region 211 Call Center for the provision of free information and referral services to County residents for a fee not to exceed \$100,000 payable quarterly, for the period from January 1, 2019 through December 31, 2019 (the "Agreement"); and be it further

**RESOLVED**, that the Agreement is subject to County appropriations; and be it further

**RESOLVED**, that the 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.

Agreement Amount \$100,000.00

Agreement #

Account to be Credited

Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub Object	Trust Account	Dollars
101	16	6610	4070		\$100,000.00

Budget Funding Year(s) 2019 Start Date 1/1/2019 End Date 12/31/2019  
(must match resolution)

Funding Source      Tax Dollars \$100,000.00  
                                 State Aid \_\_\_\_\_  
\$ 100,000.00      Federal Aid \_\_\_\_\_  
(must match resolution)  
                                 Other \_\_\_\_\_

APPROVED BOARD OF ACQUISITION & CONTRACT - 05/23/2019 - LISA MRIJAJ, SECRETARY