

12020

Date: June 3, 2010

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, 2010 to April 30, 2011, 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, 2010 through April 30, 2011 at a cost of \$100,000, payable quarterly. 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, 24 hours a day, seven days a week, 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.

Performance goals/measurable objectives for contract year 2010-2011:

<i>Goal</i>	<i>Activities</i>	<i>Reports</i>
<ul style="list-style-type: none"> To serve approximately 17,600 Westchester County residents. 	<ul style="list-style-type: none"> Call specialists will capture accurate data on caller demographics, area of expressed need, and referrals made or info given. Meetings with County Executive’s Office for review of progress/idea generation for additional efficiencies as requested or needed. 	<ul style="list-style-type: none"> Monitoring of call data and level of call volume. Statistical service data by county departments and areas of service within those departments. Number of callers, services to which they were referred and areas where gaps in services may exist. Reports will be refined as requested and as new services may be added. Track data measures over time to see what trends.

<ul style="list-style-type: none"> • Enable more county departments to use 2-1-1 in their outreach and information activities. 	<ul style="list-style-type: none"> • To implement three new initiatives with county departments. 	<ul style="list-style-type: none"> • To be determined from discussions with the County Executive's Office, involved departments, and dependent upon the needs of the initiatives.
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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

APPROVED BOARD OF ACQUISITION & CONTRACTS 6-11-2010 - PRIMARY VERIFICATION SECRETARY

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, 2010 through April 30, 2011; 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
2010	101	16	6000	4420	N/A	\$50,000
2011	101	16	6000	4420	N/A	\$50,000

Budget Funding Year(s) 2010- 11 Start Date 5/1/10 End Date 4/30/11
(must match resolution)

Funding Source Tax Dollars 100%

State Aid _____

\$100,000 Federal Aid _____

(must match resolution) Other _____

APPROVED BOARD OF ACQUISITION & CONTRACT - 6-17-2010 - JOMARY VIEIRA, SECRETARY