



CITIZENS' ADVISORY COMMITTEE ON MEASURE Z EXPENDITURES

(Advisory Committee will make recommendations to the Humboldt County Board of Supervisors as to expenditure of funds derived from *Measure Z*.)

APPLICATION FOR FUNDING

RECEIVED
FEB 20 2018
CAO

Agency Name: 2-1-1 Humboldt

Mailing Address: 730 K. Street, Eureka Ca. 95501

Contact Person: Jeanette Hurst

Title: Director

Telephone: 707-443-8637

E-mail address: jeanette@211humboldt.org

1. AMOUNT OF MEASURE Z FUNDING REQUESTED FOR FY 2018-19: \$ 55,000

2. ENTITY TYPE -- Please check appropriate box.

- a. Humboldt County Department
- b. Contract Service Provider to Humboldt County
- c. Local Government Entity
- d. Private Service Provider
- e. Non-Profit Service Provider
- f. Other

3. Please provide brief description of proposal for which you are seeking funding.

2-1-1 Director is the Chair for "VOAD" Volunteer Organizations Active in Disaster, VOAD members cover areas in the fields of mass care, vulnerable populations, education ICS/NIMS/CERT, communication, transportation, food and a multitude of other needed resources. We are working with Dorie Lani at the Office of Emergency Services and other governmental and non-governmental agencies to make sure after a disaster happens in our area we are prepared with the most current resource information. 2-1-1 can receive the most up to date information on road closures, PG&E outages, slides, flooding, sand bags, donations areas, volunteers, emergency shelters and more. I attended the FEMA training in 2016 and while there the FEMA trainers explained their experience's and importance of having City and County officials promote 2-1-1 during their updates to the community as the place to call for information for those who are not experiencing an

emergency. 2-1-1's can alleviate non-emergency calls to 9-1-1 and direct callers to needed resources and information. In October 2017, 2-1-1 did an event at the Adorni Center called "Dare to Prepare" we had 17 governmental and non-governmental agencies tabling and teaching our community about how they can best prepare for a disaster. Office of Emergency Services were getting people to sign up for the Mass Emergency Alert System, Fire Department was teaching people proper use of fire extinguishers, St. Joseph's Hospital went over Tetanus shots and extra medication, HCSO Search and Rescue was recruiting, CERT and Companion Animals were letting people know what they needed on hand for their family and their pets, PG&E, NOAA, Red Cross, Community Watch, California Conservation Corp, Amateur Radio Club, Six Rivers Solar and others were all there sharing vital information our community needs to know about being prepared. 2-1-1 was contacted by OES in Hupa, to assist them in putting together the same event for their community. 2-1-1 switched over from our Five9 telephony system to InContact in September 2016. InContact can take our incoming calls after a disaster and transfer them with our local database of resources to any open 2-1-1 seat in California and if needed to any 2-1-1 throughout the United States. After the disasters in Texas and Florida, 2-1-1's throughout the US took over 255,000 calls within the first 3 days from community members devastated by those disasters. Since our local 2-1-1 is one of the few in the US who has been trained on texting, we focused on answering text messaging questions from those communities. 2-1-1's "local" database of resources along with our calls can go to any open 2-1-1 agent, they would put in the zip code from the caller and the resources that are available in that area would pull up. This allows callers to talk/text to someone who will be updated with current information and resources; through their "local" database. This eliminates wait time for heavy call flow, eliminates non-emergency calls to 9-1-1 and allows callers to get vital information about resources closest to them. We are currently working with the OES and Sheriff's Department to work out all the details of what we have learned from these disasters and how information will flow to 2-1-1. This funding will assist us in our ongoing work with OES and others essential entities to make sure we have the needed connections and resources to be that trusted call for our community members and agencies. We know our community finds value and trust in 2-1-1 since we have a larger call volume than counties with **twice** our population throughout California, last year we answered over 14,000 calls.

4. *Measure Z* funding is scheduled to "sunset" in 2020. How are you developing a plan for sustainability, including diversification of funding sources, in order for your proposal to carry on without reliance on future *Measure Z* funds?

2-1-1, formally known as The Switchboard, has been working in Humboldt County now for **over 33 years**. I started as a Social Work intern for 2 years, then as a volunteer for 6 years and now as the Director. 2-1-1 filed

for our 501 © 3 and have been approved, we are the only non-profit 2-1-1 in California and were the first rural 2-1-1 in California, we are leading the way for others.

2-1-1 in California, so we are leading the way for others. Our plans are to move into a larger space, which we have secured and look at expanding our connections in the community. We have been funded for the past 11 years through United Way of the Wine Country, but that funding has dropped from 65,000 to 25,000 over the past 4 years. Our long-time funding from First 5 for \$10,000 will also be lost this year, due to their decline in revenue and moving their focus on funding play groups only and we did not get the Care for the Poor Grant. This will mean a deficit to 2-1-1 for our funding budget 2018/2019, since this year will be our first independent year, we are not sure what exactly are cost will be with workmen's comp, insurance and other items we need to provide, since our rate was different under either UW or HCAR, which allowed us to get a larger group rate. We need to make sure that all funding is in place to make this transition as clean as possible and to make sure there are no interruptions to 2-1-1's work.

2-1-1 Humboldt is an active member of 2-1-1 California and we have retained Greenberg Traurig LLC to put together the wording and support for SB1212 and now AB 844. SB1212 focuses is on getting the 21 counties in California who do not currently have a 2-1-1, the funding to get them up and running. Senator Hueso said, "This bill will close the gap in access to the critical services proved by the 2-1-1 Disaster Response Networks". We are currently focusing on getting State funding for 2-1-1's with the new Marijuana Tax Law, Prop. 64 for the navigational portion of that bill. AB 844 focuses on the work we already do with mental health agencies, safe and sober housing and connections to needed medical assistance and resources. AB 844 has past all committees with no objections, just some clarity in wording, which means after they make those changes, it will have to go back to the committees for a vote. We are hoping it will go through quickly and be signed by the Governor by late 2018 early 2019. I am on the monthly legislative committee calls for 2-1-1 California and we have been in conversations with GoBiz; the Governors financial department, and they agreed to put aside \$50 million dollars for navigational funding only, so it could not get pulled into other areas of funding. Once the bill is signed it will allow all 2-1-1's throughout California to apply for this funding, which could potentially cover almost all of our financial needs.

5. If this request is for the continuation, or expansion, of an existing program/service, what is the current source of funding for that program/service?

This year we are funded by, DHHS: \$65,000, Measure Z: 35,000, United Way: \$25,000. HUD: 31,549. We are no longer getting the \$10,000 from First 5 and we were not awarded the \$20,000 from the Care for the Poor grant through St. Joseph's this year. Our budget is based on known cost and unknown cost, as we move into our independence, we will have an accurate understanding of what are cost will be after our first year. In-kind is vital for the success and running of 2-1-1, we currently have 3 Interns from the HSU one from Social Work Department, one from the HSU Psychology Department and we have a new CalWORKs intern. We could not run this program without the commitment from our volunteers and HSU. As an Alumni of HSU from the Social Work program, I make sure to keep those relationships close.

6. If you are awarded *Measure Z* funds, how will you use them to leverage additional grants, contributions, or community support?

This funding will support 2-1-1 in its efforts to get our time for Greenberg Traurig to work on getting the new legislative wording and support together for AB 844, which will provide navigational funding for all 2-1-1's in California to pull from for our work with those who are seeking out help with drug or alcohol issues.

7. Will this proposal require new or expanded activity on the part of another entity to be fully functional and effective? If so, please describe.

No, it will not require new or expanded activities, this funding will enable us to continue our work and to strive to pull in as many people as we can to be a part of VOAD and to bring broader awareness of 2-1-1 throughout Humboldt.

8. Are there recurring expenses associated to this application, such as personnel costs? Please check yes or no and if so, please detail those expenses. Yes No

This funding will support my salary, which is one of the area's that is difficult to fund with other grants, such as our DHHS funding, which will cover 15%. Since we had a rise in insurance for all of us this will also help cover those expenses. This funding will assist us to get into our new building, by end of summer, since HCAR has other needs for the space we are occupying now. Honestly, we are not sure of all the extra cost we will have to cover since we are now a 501 © 3, but we have a pretty good handle on them from talking to others who have recently become a nonprofit. We will need to purchase needed desks and chairs, a new computer, since all our calls come through our computer system, (InContact), and hire and IT person to reconnect up all our computers at the new site. We will also need office supplies, like a printer and telephones that we are currently using from HCAR. These are necessary purchases for us to function and move into being an independence agency with as little interruptions to our day to day work.

ATTACHMENTS—Please include the following with your application

Proposal Narrative: Brief description of your request for *Measure Z* funds – Please explain how it is an essential service or for public safety. (one page maximum)

Prior Year Results: *If your request is a continuation of a program funded with Measure Z in prior fiscal years, please provide the results of implementation.* (one page maximum)

Since we have not yet gotten a signed agreement from the BOS yet, we have not billed out any expenses for this funding. This current funding will cover November 2017 to June 2018, our first report will be due by March 31, 2018.

Program Budget

I declare under penalty of perjury under the laws of the State of California that the above statements and all attachments are true and correct

DATE: 2-20-18

SIGNATURE 

SUBMIT THIS APPLICATION TO:

Humboldt County Citizens' Advisory Committee on *Measure Z* Expenditures
c/o County Administrative Office
825 Fifth Street, Room 112
Eureka, CA 95501-1153



Humboldt County Citizens Advisory Committee

On Measure Z Expenditures

RE: Funding for 2-1-1 Humboldt

Funding Request: \$55,000

February 12, 2018

Dear Advisory Committee Members,

Thank you for this opportunity to request funding for 2-1-1 to continue our work and trainings to be prepared for a disaster here locally. This funding will help us to maintain a strong VOAD "Volunteer Organizations Active in Disaster. As Chair of VOAD, it is extremely important that we maintain the most current list of governmental and non-governmental VOAD members, to pull in or contact for their unique skill and/or resources as they are called for by either our first responders or by second responders in the field. 2-1-1 will be working closely with Office of Emergency Services, governmental and non-governmental agencies to make sure that 2-1-1 is informed with the most up to date information, before, during or after, storms, floods, outages natural or man-made disaster. During the Florida and Texas Hurricanes, 2-1-1's throughout the United States, took over 255,000 calls within the first 3 days, from people looking for shelters, safe traveling routes, medication assistance, food, financial help and so much more. 2-1-1 Humboldt was also able to assist those callers who "text" their request for information, since we are one of the 2-1-1's who currently have that capability. These storms were devastating, but allowed federal, state and local governments to see how 2-1-1 would be the vital point of contact for their community after a disaster or major event, to get the most up to date information to the community, so that 9-1-1 will not be inundated with non-emergency calls. 2-1-1 can pull in hundreds of agents to answer calls throughout California and if needed, like the Hurricanes on the East Coast, thousands of agents throughout the US. We are in the process of working on an MOU with the OES and the Sheriffs to determine best practices from what we all learned from these devastating events and how information will flow to 2-1-1. The funding will assist 2-1-1 to continue to keep the resources in our database up to date, our connections strong with OES and other governmental and non-governmental agencies, ongoing trainings to make sure we are prepared for our next major event. I want to say thank you for considering this much-needed funding for 2-1-1 and the work we do before, during and after a disaster. 2-1-1 Humboldt is officially a 501 © 3 and is moving to a new site, we are the first Nonprofit 2-1-1 in California.

Sincerely,

Jeanette Hurst, Director

Budget 2018/2019
Agency Name 2-1-1 Humboldt

Date: 2/8/17

| Descriptions | Amounts | Approved | Remaining Balance |
|---|-----------|-------------------|-------------------|
| A. Personnel Costs | | | |
| Title: Director Salary and Benefits Calculation: Salary, \$45,080 + Taxes \$4210 + Medical \$20,200 Duties Description: Covers all aspects of 2-1-1 | 69,490.00 | | (69,490.00) |
| Title: Administrative Assistance Salary and Benefits Calculation: Salary, \$27,974+ Taxes \$2,582+ Medical \$7,168 Supervise the Call Center, including Database, Telephony System, present/tabling at events, training Interns, follow up calls and setting up VITA calendar, volunteers hours and sites, updates to resources, test out on ICS and NIMS for VOAD Duties Description: | 37,724.00 | | -37724 |
| Title: Coordinated Entry Assistant Salary and Benefits Calculation: Salary, \$24,974 + Taxes \$4210 + Medical \$7,386 Pre-screen and input all homeless callers with VI-SPDAT Screening tool and input into HMIS system, answer calls refer to appropriate resources, interact within the Latino Net to expand to the Latino Population, represent at tabling events, attend county CoC meeting for CE, tested out ICS and NIMS for VOAD. Duties Description: | 36,570.00 | | -36570 |
| Title: Salary and Benefits Calculation: Duties Description: | | | 0 |
| Total Personnel: | | 143,784.00 | 0.00 |
| B. Operational Costs (Rent, Utilities, Phones, etc.) | | | |
| Title: Monthly Utilities and rent Description: Rent, AT&T, InContact, ICarol Database, Website, PG&E, Water, Internet | 23,500 | | |
| Title: After Hours Calls to San Bernadino, accounting, IT person and Description: \$7.50 a call for Afterhours coverage, accounting person, outside auditor, IT person, other cost associated with 5C | 13,400 | | |
| Title: Advertising Description: PSA/Commercial for National 211 Month in February Channel 3 and 23 for on week and yellow pages | 850 | | |
| Title: Membership Dues Description: Membership Dues for NCCS for HNFRC, 211 California Dues and Greenberg Trauig LLC, AIRS Certification | 3,700 | | |
| Total Operating Costs: | | 41450 | 0 |
| C. Consumables/Supplies (Supplies and Consumables should be separate) | | | |
| Title: Consumables Description: Head phones, keyboards, one new computer this year, purchase printer, 6 chairs, 6 desks, 2 telephones, 2 cabir | 7,500 | | |
| Title: Supplies Description: 211 cards, flyers, promotional items, paper, ink, office supplies and promotional flyers for tabling events | 825 | | |
| Title: Healthy Snacks and water Description: Healthy snacks for 211 volunteers and Interns, VOAD meeting and trainings, VITA Volunteers and tabling events | 550 | | |
| Title: | | | |

Budget 2018/2019
Agency Name 2-1-1 Humboldt

Date: 2/8/17

| Descriptions | Amounts | Approved | Remaining Balance |
|---|------------|----------|-------------------|
| Description: | | | |
| Total Consumable/Supplies: | 8875 | 0 | 0 |
| D. Transportation/Travel (Local and Out-of-County should be separate) | | | |
| Title: Travel out of county | | | |
| Description: traveling to 2-1-1 California Conference LA, lobbying meeting in Sacramento, Training Redding or Sacramento fe | 3,800 | | |
| Title: Traveling In county | | | |
| Description: Mileage for VITA , VOAD training, Northern California Collaborative | 540 | | |
| Title: | | | |
| Description: | | | |
| Total Transporation/Travel Costs: | 4340 | 0 | 0 |
| E. Fixed Assets | | | |
| Title: interest/depreciation/admin | | | |
| Description: depreciation cost, Admin | 4,000 | | |
| Title: | | | |
| Description: | | | |
| Total Other Costs: | 4000 | 0 | 0 |
| Total: | 202,449.00 | | |