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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

Agency Name: **2-1-1 Humboldt Information and Resource Center**

Mailing Address: **PO Box 6683 Eureka, Ca. 95502**

Contact Person: **Jeanette Hurst** Title: **Ex. 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 connects community members and organizations to available resources within Humboldt County before, during and after a disaster. We are available 24/7, 365 days a year. This funding will help us to maintain our work within this community, to make sure we are sharing resources and information that are the most up to date. To be able to spend time on finding resources as the need arises and to communicate those resources back out to community members and partners, this takes time and manpower. We would like to be able to hire a bilingual person in the office to keep up with the over 2000 resources we currently have in our database, to help with the ever growing phone calls, which in 2015 were around 8,000 but have grown to 15,000 to 17,000 calls a year. I need someone to attend important and relevant meetings, to assist with the COAD meetings/trainings/presentations we do twice a year. I need to free up some of my time to actually go to the more remote areas to get familiar with them, to see the layout and resources and to meet with partners in those area to make sure they connect with me or 2-1-1 after any major event. As Chair of COAD "Community Organizations Active in Disaster, this funding will help us to maintain the most current list of over 235 governmental and non-governmental COAD members and all resources they have that can assist after any major event. COAD is focusing on more regional connections this year in order to have those contacts that can keep us informed of what is going on in the more remote areas. within COAD each of our COAD members have unique skills and/or resources that we keep track of and update yearly. Keeping these resources and COAD members up to date is extremely important, but time consuming. With these connections 2-1-1 will be in direct contact with those who can share the most current situations happening within these remote areas. We need to know when and where things are being setup for those in that community, what resources are needed and what resources they might have to share with others. With these connections, we will be able to respond faster and with more accuracy to callers within those areas and to find needed resources from other COAD members they might be requesting.

4. 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 California, which is represented by all 2-1-1's, have been working on legislative funding for 2-1-1 for the past 6 years. We each pay yearly dues and with that money pool we have a lobby group that represented us and our needs. Our first bill was SB 1212 to get counties who did not have a 2-1-1 active to get funding to pay for the initial start up fees, which are substantial. That passed in the beginning of 2018, our next piece of legislation is AB 844 which is for the navigation of resources based on Prop. 64 bill. We know that legislation on this could take years; as SB 1212 did. We believe that 2-1-1's fit the requirements under Prop. 64 and we are finding great support for our bill. HUD wrote 2-1-1's into the CDBG, Community Development Block Grant this year, but that will not be open and available for 2 years. This grant is given to the Counties to determine how they will spend it and since I just found out about 2 days ago, I have not been able to reach out to our BOS to discuss possible funding assistance with CDBG in 2021. I spend most of my time trying to figure out how to fund 2-1-1 each year. We do get HUD funding, United Way and CalFresh and Measure Z. These have been are largest funding source for the last couple of years. Not sure where I would go if I lost any of them at this point. The Switchboard/2-1-1 have been around for over 40 years, I have been involved since 2004 as a volunteer for 6 years, I was instrumental in turning it into a 2-1-1 and this year turned it into a non-profit, to save on fiscal agent fees. We will continue to work within our community for funding as well as legislatively. But that takes time, so I am again asking for your help, while we work to get sustainable funding for 2-1-1. It will happen.

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 is a continuation of what we did with our Measure Z funding last year, but we need to hire a new person, someone dedicated to keeping up the database with the most up to date information, to help with COAD semi annual meetings, to make contact with our COAD member to make sure they are still the correct contact for their agency and if not update those records. To help Alex, my only employee and our HSU interns and CalWorks interns to answer calls when the lines get busy and to help with presentations/trainings, tablings and to engage with other partners to bring them into COAD and a lot of other little work that just needs to get done. We are understaffed and our work keeps growing, we need an extra body, preferably bilingual person to make sure all of the work that needs to happen gets done.

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

Most funders want to know that you have local support first, as my HUD grant does, they ask specifically who funds you within your community. Having this community funding does fulfil the requirements for any state or federal funding that we file for. I speak out in the community all the time with different groups and I always talk about how important our local funders are to some of the smaller nonprofits, because most of our larger non profits or governmental agencies have the ability to pull or write grants for large amounts of funding from State or Federal Funders. That is why it is so important for our local community dollars to help with those small non profits who fall within their funding guidelines, who usually are not asking for large funding amounts to be considered. This funding does give me leverage for my federal grant, but more importantly it helps us to keep our phones and doors open and to be prepared to assist our community before, during and after any major event.

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

No

If so, please describe.

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 would cover the cost of a second Call Center Specialist that we lost in June due to the loss of a funder, who has changed direction for their funding, after 14 years. This funding would also assist us with the cost associated with having another full time employee, such as fee for InContact use by the minute, his/her seat cost, health insurance, taxes, AIRS certification and other smaller expenses. He/She would be bilingual to assist with the 15,000 to 17,000 calls yearly, to expand and assist with COAD members and input local resource be used before, during and after any major event in our community, along with a multitude of other duties. Like prescreening for Coordinated Entry, VITA, REACH, HEAP and other duties our CC Specialist do.

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)

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: 2-8-19

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

2-1-1 Humboldt Information and Resource Center, Budget 2019/2020

Descriptions	Amounts
A. Personnel Costs	
<p>Salary and Benefits Calculation: Ex. Director Salary, \$49,920 + Taxes \$4,810 + Medical \$12,900</p> <p>Duties Description: Covers all aspects of 2-1-1, grant applications, reporting, expanding partners, legislation, attend HHHC, CoC, HNFRC, CalFresh Taskforce, 2-1-1 CA monthly calls, DHHS/HNFRC co meetings, Chair COAD, CA4SSI weekly calls and legislative work. , Women/Parenting groups, VITA/EKS, HP&PSN, REACH and HEAP, Women and Childrens programs, schedules, pay bills, negotiate contracts, report to board, maintain HUD, Duns, Sams and Grants.gov site updates every 60 days etc.</p>	67,630.00
<p>Salary and Benefits Calculation: Call Center Supervisor Salary, \$28,800+Taxes \$2,582+ Medical \$8,168</p> <p>Duties Description: Supervise the Call Center, including Database, Telephony System, present/tabling at events, training Interns and reporting, follow up calls and setting up VITA calendar, answer calls for resources, like CalFresh, schedule volunteers hours and sites, updates to resources, test out on ICS and NIMS for COAD, prescreen for HEAP, REACH and Coordinatated Entry "CE"</p>	39,550.00
<p>Salary and Benefits Calculation: Call Center Specialist Salary, \$27,040 +Taxes \$2210 + Medical \$8,168</p> <p>Duties Description: Pre-screen and input all homeless callers with VI-SPDAT Screening tool and input into HMIS system, answer calls refer to appropriate resources like CalFresh, expand COAD members and Resources, enteract 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 COAD. Do prescreening for HEAP and REACH</p>	37,418.00
144,598.00	
B. Operational Costs (Rent, Utilities, Phones, etc.)	
<p>Description: Monthly utilities and rent and Workman comp and liability insurance Rent, utilities, AT&T, InContact, ICarol Database, Website, PG&E, Water, Internet, insurance,</p>	23,500
<p>Description: After Hours Calls to San Bernadino, accounting, IT person and \$7.50 a call for Afterhours coverage, accounting person, outside auditor, IT person, other cost associated with 501 © 3</p>	13,400
<p>Description: Advertising PSA/Commercial for National 211 Month in February Channel 3 and 23 for one week, online marketing, flyers and presentations</p>	850
<p>Description: Membership Dues Membership Dues for NCCS for HNFRC, 211 California Dues</p>	2,700
40,450	
C. Consumables/Supplies (Supplies and Consumables should be separate)	
<p>Description: Consumables Head phones, keyboards, one new computer this year, purchase printer, etc</p>	5,500
<p>Description: Supplies 211 cards, flyers, promotional items, paper, ink, office supplies and promotional flyers for tabling events</p>	825
6,325	
D. Transportation/Travel (Local and Out-of-County should be separate)	
<p>Description: Travel out of county traveling to 2-1-1 California Conference LA, lobbying meeting in Sacramento, Training Redding or Sacramento for AIRS yearly certification</p>	3,800
<p>Description: Traveling In county Mileage for VITA , COAD training, Northern California Collaborative</p>	540
4,340	
E. Fixed Assets	
<p>Description: interest/depreciation/admin/indirect cost depreciation cost, Admin, indircet cost</p>	3,000
3,000	
Budget Total	198,713.00



Humboldt County Citizens Advisory Committee

On Measure Z Expenditures

RE: Funding for 2-1-1 Humboldt

Funding Request: \$55,000

February 05, 2019

Narrative and Prior year results

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. 2-1-1 is available 24/7 365 days a year, it is a place for all community members and organizations to call for all available resources within Humboldt County before, during and after a disaster. This funding will help to hire a second Call Center Specialist to make sure resources and information are up to date, to find resources as the need arises and to communicate those resources back out to community members and partners, help to expand our COAD, Community Organization Active in Disaster and to put all disaster resources in our database as they come up to share. Each of our COAD members have unique skill and/or resources that we keep track of and update yearly. We used our COAD members during the Carr/Mendocino Fires for those traveling to or through our community. With the help of our COAD members, local businesses and the Fire Fund that Rex Bohn started we were able to assist with the needs of over 250 resources for evacuees who contacted 2-1-1. The most requested items were for camping sites, gas, food, showering/washing clothes, pet supplies, auto repair, lost medication or refills, mental health and in search of lost family members or pet(s) FEMA funding, safe travel routes back home etc. We are also moving forward on pulling in more COAD members especially those who live in more rural areas, such as Hupa, Bridgeville, Willow Creek, Garberville and Petrolia. Regionalizing our COAD members to make sure we have a good contact person(s) within those areas. During the Shutdown, 2-1-1 and United Way put together 4 pages of resources that the Furloughed workers could access. I personally called every local bank and credit union and got zero interest loans for those workers while they were not getting paid, worked with local groups on getting funding for gift cards and food drives. We assisted with over 140 callers to get personal items they needed, food, gas, rent, pet food, personal hygiene items etc. This was an incident that would not be categorized as a disaster, but affected multiple community members and their families, which made it a major event within our community. That is why having an easy to remember number like 2-1-1, which maintains a database of local resources that can assist any community member 24/7 365 days a year is so important. Being Ready with relevant up to date information is going to determine how well we handle the overwhelming calls that

will happen after any major event. Do you know who you would call after a major event in our community to get information, will they be able to take hundreds or thousands of calls at one time? I know that when our County OES opened a center for evacuees they received 14 callers that week. 2-1-1 got over 250 calls from the evacuees. This comes down to two reason, 2-1-1 is an easy number to remember and 82% of those callers said they had called 2-1-1 in the past for help within their own county.

Communications will be vital to all of us after a major event and 2-1-1 has proven itself to be that local resource. We know this because we have experienced it enough this past year in dealing with all the natural and manmade disasters, from Hurricanes on the East Coast, where 2-1-1 Humboldt and thousands of 2-1-1 agents throughout the US assisted callers, fires throughout California, Oroville Dam evacuation and our local furloughed workers, not including the 15,000 to 17,000 callers we handle yearly. 2-1-1 throughout the US can link to each other's local database and we have the ability to answer each other's calls. This allows community members to get answers to their questions with a live person, with fully veted resources faster. This funding will help fund our work and we desperately need a second person in place and this funding will assist us with that. We need this funding while our legislation work continues to work towards state and federal funding for all 2-1-1's. I want to say thank you for considering this essential funding our local 2-1-1 and the work we do before, during and after a disaster.

Sincerely, Jeanette Hurst

Executive Director