



# COUNTY OF HUMBOLDT

For the meeting of: 9/25/2018

---

File #: 18-1163

---

To: Board of Supervisors

From: DHHS: Social Services

SUBJECT:

Agreement with 2-1-1 Humboldt Information and Resource Center to Assist with CalFresh Outreach and Support Activities

RECOMMENDATION(S):

That the Board of Supervisors approve the agreement with 2-1-1 Humboldt Information and Resource Center to assist the Department of Health and Human Services (DHHS) to increase utilization of CalFresh benefits by eligible households in an amount not to exceed \$70,000.00; authorize the Chair to execute three (3) originals of the agreement (Attachment 1); and direct the Clerk of the Board to route two (2) fully executed originals of the agreement to the Department of Health and Human Services (DHHS)-Contract Unit for forwarding to DHHS-Social Services Administration.

SOURCE OF FUNDING:

Social Services Fund 1160

DISCUSSION:

2-1-1 Humboldt Information and Resource Center (2-1-1) mission is to empower communities by helping members identify, navigate and connect with vital resources that improve their lives. One way 2-1-1 does this is by connecting families and individuals to CalFresh, this allows them greater access to nutritional food options which are essential to physical and mental stability. 2-1-1 has partnered with DHHS on CalFresh Outreach over the past 4 years by integrating CalFresh Outreach into every 2-1-1 client contact as part of Humboldt Community Access and Resource Centers (HCAR). This year 2-1-1 will be operating as their own separate 501(c) (3) in a new location. Their new site will allow for in person contact and referrals to be made, in addition to their primary phone services. Community members who call 2-1-1 are screened for potential CalFresh eligibility and then directed to an assistor in their own community to assist them in obtaining CalFresh benefits, last year 2-1-1 received over 8,000 calls pertaining to CalFresh. This year 2-1-1 will be piloting a warm call transfer project to send calls directly to our customer service center for immediate application registration and retention services.

2-1-1 operates as a 24 hour a day, 7 day a week information and referral center which allows them to assist those callers who are not able to reach out for information from 8 to 5 as well as those in the more rural areas of the County. 2-1-1 provides resources for all basic human needs including food, shelter and security to families and individuals in crisis caused by loss of employment or housing, medical conditions or other factors that provide barriers to meeting their basic needs. By making a single call to 2-1-1 community members and service providers can get connected to a wide variety of resources that can assist them. 2-1-1 will be expanding their outreach efforts this year through operating an emergency food pantry for weekends and evenings to assist in food security for persons in immediate need when Social Services and food pantry locations are closed.

With the execution of this agreement, Humboldt Community Access and Resource Centers will assist DHHS in increasing CalFresh utilization by eligible households and thereby promote a safe, healthy, economically vibrant community. Outreach and enrollment raises awareness of the nutrition benefits of the CalFresh program; promotes healthy food choices; reduces hunger in seniors and children; and helps to dispel program myths and misperceptions.

The California Department of Social Services (CDSS) administers all United States Department of Agriculture (USDA) Supplemental Nutrition Assistance Program (SNAP) funds. Focusing on the important role SNAP plays in access to nutrition and the relation of nutrition to overall wellness, CDSS renamed and re-branded food stamps as CalFresh in California. Beyond the name and image changes, CDSS also made significant program changes to increase CalFresh use by reducing enrollment and retention barriers. Many low-income individuals and families are not aware of and do not apply for CalFresh benefits, and many others are not aware of the

program changes that could make it easier for them to receive and continue CalFresh benefits.

USDA and CDSS continue to encourage counties to work with community partners to help reach and inform community members who might be eligible for CalFresh benefits. Partnering with community based organizations is not only consistent with DHHSs general approach and strategic plan; it is key to DHHSs goal of providing integrated, place-based, and holistic services.

Program changes and the economic downturn have increased the number of Humboldt County residents now eligible for nutrition assistance. These factors, internal changes, and outreach partnerships with community-based organizations have led to a significant increase in CalFresh enrollment within the county and throughout the state and nation.

Therefore, DHHS recommends that the Board approves and authorizes the Chair to execute this Agreement and directs the Clerk of the Board to return two executed originals of the agreement to the DHHS-Social Services Administration.

This Agreement has a start date of October 1, 2018 for continuity of services provided by 2-1-1.

**FINANCIAL IMPACT:**

The costs associated with this agreement have been budgeted in the approved fiscal year 2018-19 budget in fund 1160, Budget Unit 511 in the amount of \$52,500.00 and the remainder of \$17,500.00 will be included in the 2019-2020 fiscal year county budget. There will be no impact to the County General Fund.

Approving this agreement supports the Boards Strategic Framework by creating opportunities for improved health and safety, and protecting vulnerable populations.

**OTHER AGENCY INVOLVEMENT:**

None.

**ALTERNATIVES TO STAFF RECOMMENDATIONS:**

The Board can choose not to approve the agreement for CalFresh Outreach and Support activities with 2-1-1 Humboldt Information and Resource Center. This is not recommended as the Department of Health and Human Services asserts this funding is important to the goal of increasing CalFresh participation and thereby improving the health and economic stability of children, families and other individuals in Humboldt County.

**ATTACHMENTS:**

Agreement with Humboldt Community Resource Centers

**PREVIOUS ACTION/REFERRAL:**

Board Order No.: C-14

Meeting of: 10/17/2017