

**County of Sonoma  
Agenda Item Summary Report**

Clerk of the Board Use Only  
Meeting Date  
\_\_\_\_/\_\_\_\_/\_\_\_\_  
Agenda Item No:  
\_\_\_\_\_

**Department:** Human Services

**4/5 Vote Required**

**Contact:**  
Jerry Dunn

**Phone:**  
(707) 565-5750

**Board Date:**  
8/25/09

**Deadline for Board Action:**  
8/25/09

**AGENDA SHORT TITLE:** 2-1-1 Program

**REQUESTED BOARD ACTION:**

Receive a formal presentation on the Sonoma County 2-1-1 Program progress.

**CURRENT FISCAL YEAR FINANCIAL IMPACT**

**EXPENDITURES**

**ADDL FUNDS REQUIRING BOARD APPROVAL**

Estimated Cost	\$	52,583.00	Contingencies	\$	000.00
			(Fund Name: )		
Amount Budgeted	\$	52,583.00	Unanticipated Revenue	\$	00,000.00
			(Source: )		
Other Available Approp. (Explain Below)	\$	000.00	Other Transfer(s)		000.00
			(Source: )	\$	
Additional Requested:	\$	00,000.00	Total Source of Funds:	\$	00,000.00

**Explanation** (if required): Funds are included in the Department's 2008/2009 budget.

**Prior Board Action(s):**

February 10, 2009 – Presented a report on the planned implementation of 211 on February 11, 2009.

**Alternatives – Results of Non-Approval:**

**Background:**

The Board of Supervisors is requested to receive a formal presentation on the progress of the Sonoma County 2-1-1 program. 2-1-1 is a program funded through a number of sources, including local United Way and other nonprofits, foundations, businesses, and local government. The County Human Services Department hosts the 2-1-1 center at its Paulin Drive intake office.

2-1-1 is an easy-to-remember phone number that connects individuals with resources in their community. 2-1-1 centers are staffed by trained specialist who quickly assess the callers' needs and refer them to the help they seek. It's simple to remember, accessible to everyone at no cost, and available 24-7, with multilingual capabilities.

At a 2-1-1 presentation to the Board of Supervisors in February, 2009, the Board requested a progress report after six months of operations.

**Requested Board Action:**

Receive a formal presentation on the Sonoma County 2-1-1 Program progress.

**Attachments:**

**On File With Clerk:**

**CLERK OF THE BOARD USE ONLY**

**Board Action (If other than "Requested")**

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**Vote:**