



Office of the City Manager

CONSENT CALENDAR  
September 11, 2007

To: Honorable Mayor and  
Members of the City Council

From: *PK* Phil Kamlarz, City Manager

Submitted by: Phil Kamlarz, City Manager

Subject: Contract: 2-1-1 Phone Service (Social Services Hotline) - Eden I&R  
Incorporated

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract and any amendments with Eden I&R Incorporated in the amount of \$35,000 for the establishment of the 2-1-1 Phone Service from the period July 1, 2007 to June 30, 2008.

FISCAL IMPACTS OF RECOMMENDATION

The total cost for the countywide 2-1-1 Phone Service System is \$1.0 million and is being partially funded by a \$500,000 contribution from Alameda County. The remaining \$500,000 is being divided among the 14 cities in Alameda County based on percent of population. Since Berkeley represents 7 percent of the population in Alameda County, the city's share is \$35,000.

The \$35,000 for the contract with Eden I&R Incorporated will be appropriated from the General Fund reserves into General Fund budget code 010-9703-410-3510. The appropriation of these funds will be included in the first amendment to the Annual Appropriations Ordinance.

CURRENT SITUATION AND ITS EFFECTS

Currently, citizens in Alameda County who need health, housing, and human services information must individually contact the city they reside in or the county department for this information. City Managers for all 14 cities in Alameda County, along with the County Administrator and Eden I&R Incorporated, have developed a plan to provide the general public with an easy to use service to provide up to date information to all county residents.

BACKGROUND

The 2-1-1 Phone System, which will be administered by Eden I&R Incorporated, is a 24 hour/7 days a week service to provide current up to the minute health, housing and human service information. When a person dials 2-1-1 from a landline phone anywhere

in Alameda County, at any time of day or night, they will be connected to a live Resource Specialist who will answer the call. The Resource Specialist will provide the caller with information to the caller to help them with their problem. For callers who do not speak English, they will be connected to a Resource Specialist who is fluent in their native language or they will be assisted by a “real time” interpreter who will translate between the caller and the Resource Specialist.

Eden I&R will maintain a current database on all health, housing and human services information so the information being provided to callers is the most current and up to date information. They will also provide monthly 2-1-1 status reports on the calls being received. The 2-1-1 Phone System was launched in a test mode in November 2006 and went live with limited Resource Specialists starting in January 2007.

The June 26, 2007 Budget Adoption report contained a recommendation to provide funding in the amount of \$35,000 to Eden I&R, Incorporated for the 2-1-1 Phone System. While Council discussed this funding proposal, the recommendation was not specifically adopted as part of the Budget Adoption.

RATIONALE FOR RECOMMENDATION

Funding is needed for the 2-1-1 Phone System as the City has committed itself, along with Alameda County and all the other cities in Alameda County, to making this system available to city and county residents.

ALTERNATIVE ACTIONS CONSIDERED

None

CONTACT PERSON

Tracy Vesely, Budget Manager, City Manager’s Office, 981-7000

Attachments:  
1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT WITH EDEN I&R INCORPORATED FOR THE ESTABLISHMENT OF THE  
211 PHONE SYSTEM SERVICE

WHEREAS, there is a critical need for Alameda County residents to have the ability to get up-to-date health, housing and human services information; and

WHEREAS, Eden I&R Incorporated has developed a system that will provide residents with the 211 phone service system to get them this information; and

WHEREAS, all the City Managers for the 14 cities in Alameda County and Alameda County have agreed to provide funding for the system; and

WHEREAS, the City of Berkeley's portion of the funding is \$35,000 and will be appropriated in budget code 010-9703-410-3510 from the General Fund reserves and included in the first amendment to the Appropriations Ordinance.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that authorizes the City Manager to execute a contract and any amendments with Eden I&R Incorporated for the establishment of the 211 Phone System Service for the period July 1, 2007 to June 30, 2008 in an amount not to exceed \$35,000. A record signature copy of said contract will be on file in the Office of the City Clerk.

