

PALM BEACH COUNTY **BOARD OF COUNTY COMMISSIONERS**

AGENDA ITEM SUMMARY

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Meeting Date:	September 13, 2011	[X] [1	Consent Workshop	[]	Regular Public Hearing
Department:	FIRE RESCUE	[]	worksnop	[]	Public Hearing
Submitted For:	DROWNING PREVENT	ION CO			

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to approve an Affiliate Agreement with 211 Palm Beach/Treasure Coast to remain in force until terminated by either party.

Summary: In July 2000, the Federal Communications Commission designated the three digit number, 2-1-1, nationally to serve as the abbreviated dialing code for access to community information and referral services. Fire-Rescue requested the Drowning Prevention Coalition (DPC) be added to the 211 referral database. On February 2, 2010, the Board approved a 211 Palm Beach/Treasure Coast Affiliate Agreement (R2010-0214, as revised by R2010-1145) which is required for each organization wishing to be listed as a referral or a resource to its callers. The DPC agreed to receive clients meeting eligibility criteria set forth in the Resource Information Survey. The 211 Palm Beach/Treasure Coast agreed to be available as a resource to its affiliate's client's 24-hours a day for telephone counseling and information and/or referral to community resources, such as the DPC. The 211 Palm Beach/Treasure Coast is updating its resource database and is requesting the Board approve a new Affiliate Agreement. Countywide (PK)

Background and Policy Issues: Effective February 11, 2002 The Center for Information & Crisis Services implemented 2-1-1 service for Palm Beach County where residents could receive information, referral, telephone counseling and crisis intervention services. People call 2-1-1 for many reasons. Some simply need a phone number to a community program, while others call because they need to talk over a problem. 211 Palm Beach/Treasure Coast requires an Affiliate Agreement for an agency to be added to its database. A survey of program services is collected and when applicable, callers will be directed to the DPC program for assistance.

Attachments:

1. Affiliate Agreement with 211 Palm Beach/Treasure Coast

Recommended By:	Jeffin P. G. OL	8/9/2011	
	Deputy Chief	Date	14
			2
Approved By:	St-B Jernell	8/11/11	
	Fire-Rescue/Administrator	Date	

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Cap Ope Ext Pro In-ł	cal Years bital Expenditures erating Costs ernal Revenues gram Income (County (ind Match (County) ET FISCAL IMPACT	·	2012 	2013 	2014 	2015
	ADDITIONAL FTE OSITIONS (Cumulativ	e)				
ls It	em Included in Curre	nt Budget	? Yes	s No		
Bud	lget Account No.:	Fund	Dept	UnitOI	oject	
B. ⊀	Recommended So			-	-	
	re is no fiscal impact as		<i>i</i> th the approv	val of this Agi	reement.	
C.	Departmental Fisca	al Review:	mus	la ma	mz	_
	III. <u>REVIEW COMM</u>	IENTS				
Α.	OFMB Fiscal and/c	or Contract	t Dev. and Co	ontrol Comm	ents:	
	OFMB	has sti	10/2011	A.	J. Jacob ev. and Cont where	and 8/17/11/
В.	Legal Sufficiency					
	Paul F Assistant G	Funty Attor	<u>8/18/11</u> mey			

C. Other Department Review:

Department Director

THIS SUMMARY IS NOT TO BE USED AS A BASIS FOR PAYMENT.



"CHANGES AT 211 FOR 2011"

Thanks to St. Lucie Board of County Commissioners, 211 received special funding to support our purchase and installation of the newest version of our Information and Referral software. Over the past six months we have been going through the conversion process. We still have more work to do but we are well on our way! We believe in the end we will have a more responsive system.

Attached is the NEW printout for your agency. It may take you more time and attention to update your information this go around since the organizational structure has changed markedly. Further, you will note that there are more pages due to the changed structure.

Specifically, you will see that:

- The structure is Agencies, Sites and Services and is no longer organized by Agencies and Programs. (So if an agency has a physical location in West Palm Beach and Fort Pierce, there are 2 sites. Services are then attached to these 2 sites with a site possibly having more than one service.)
- This new system does not use keywords! It uses the nationally accepted and recognized AIRS/211 LA County Taxonomy of Human Services, a classification system that allows community resources to be indexed and accessed based on the services they provide and when needed, the target populations they serve. The Taxonomy sets the standard for defining services; for indexing an unabridged variety of human services.
- The program's primary service is the entry point for referral access. (So if an agency provides detoxification and for those detox clients also provides counseling, the service to be accessed is detoxification. Counseling would not be the entry point since it is only provided for the agency's clients who are in the detoxification program.) This will eliminate an agency receiving a wrong referral, in this example a referral for counseling.
- You will find that there is a change in terminology: Sites are locations and Services are what is provided. The structure works from the bottom up; starting with the services you provide and organizes these services by site not by program.

A MAJOR CHANGE TO NOTE AS YOU UPDATE is that due to the conversion process there will be some services with identical information which you may need to change. For example, you may have a site/location at which two services are provided, i.e. electric paym ent assistance and a food pantry. The eligibility, hours of operation, service area, description, etc. may be very different. Therefore, you will need to make corrections, if for example electric payment assistance has different operating hours and eligibility requirements from the food pantry. So once again please pay attention to these service details. As a result of this structural/informational change it is our hope that referrals from 211 and the community will be more on target!

Where To Start Your Review and Update:

- 1- The first section of information is for your overall agency and its administration. The Notes/Description should be about your agency in general.
- 2- The next section is referred to as Site which is information on your location. If you have more than one location you will find that there are or should be an equivalent number of Site sections. The Notes/Description in this section should be about the overall service offerings provided at that particular site.
- 3- The following section(s) are Sit e Services. These are services provided at the aforementioned Site followed by <u>specific information for this service</u> regarding Fees, Hours, Service Area, Intake Process, Eligibility, Documents Required, Languages and Notes/Description. Please be sure to review the eligibility and description closely to be sure that they are appropriate for that Service. If there are several services offered at that particular site, then there will be an equivalent number of Site Service sections.
- 4- Steps 2 and 3 will be completed again if you have additional locations with different or the same services.

Now what, once you have reviewed the attached information and made the necessary changes:

-Complete a final review

-Complete and return the enclosed Affiliate Agreement which outlines an understanding of our working relationship

-<u>Within two weeks</u>, return this to us by e -mail judi.hechtman@211pbtc.org or fax (561) 383 -2172.

If you have any questions, please contact Judi Hechtman by phone at (561) 383-2162 or by e-mail judi.hechtman@211pbtc.org

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		Fax Cover Sheet		
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211 Palm Beach/Trea	isure Coast			
PO Box 3588				
Lantana, FL 33465				
To: Judi Hechtman				
Phone: (561) 38	33-2162			
	htman@211pbtc.org			
Fax: (561) 383-2				
Tax. (501) 505-2				
_				
Date:	Pages:			
From:				
Agency Name:				
a				
Contact Name:				
Phone Number:				
-		7497		
I have reviewed the d	letails of our agency/site(s)/			
Thave reviewed the d	ietails of our agency/site(s)/	service(s), and:		
The information is co	prrect			
M/A		—		
We are enclosing co	rrections			
		AGENCY		
Drowning Prevention	Coalition of Palm Beach Co	ounty	Agency #:	CICS3193
405 Pike Road			Last Formal Update:	
West Palm Beach, FL	33411		Record Owned By:	
			Date Entered:	
Mailing Address:			Affliliate Agreement Date:	
405 PIKE RD	00444		,	1720/2010
West Palm Beach, FL	33411			
Phone Number	EXT	Dept/Contact		Agency Fax
(561) 616-7068		Manager		(561) 616-7084
(561) 616-7069		Outreach Coordinator		
	DALMOSTO			
Agency County:	PALM BEACH		Year Incorporated:	
Also Known As:			IRS Status:	
Agency Type:	County Government		Agency FEIN:	
Person in Charge:	Anna Stewart		License/Accred.:	
In Charge Title:	Manager		Annual Budget: \$0	0.00
Email:	astewart@pbcgov.org		Source of Funds:	
Website:	http://www.pbcgov.org/dpc			
Hours of Operation:	Monday-Friday / 8:30 an	n-4:30 pm		
Notes/Description:			that prevent drowning poor drowning	and
			that prevent drowning, near drowning alition offers free land based water safe	
	presentations to audience	s of all ages. The coalition also atte	ends Health & Safety fairs to distribute	water
	safety and drowning preve	ention information. Additionally free	swimming lessons are available to qu	alified
	children over 3 years of a	ge courtesy of the coalition.		

Site (Location)

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Site Name: Drowning Prevention Coalition of Palm Beach County 405 Pike Road West Palm Beach, FL 33411 Site ID: CICS3193AA Last Formal Update: 6/28/2010

Site Mailing Address: 405 PIKE RD West Palm Beach, FL 33411

(561) 616-7068 (561) 616-7069 Physical Location: Also Known As:		Manager Outreach Coordinator		(561) 616-708
Physical Location:		Outreach Coordinator		
•		Oureach Coordinator		
liso Known As:				
No. 2010 10 10 10 10 10 10 10 10 10 10 10 10	Array Otaria i			Site County: PALM BEACH
Person In Charge:	Anna Stewart			Public Access: No
n Charge Title:	Manager			
Site Email:	astewart@pbcgov.org		Site Acces	sibility: Handicap accessible.
ite Website:	http://www.pbcgov.org/dpc		Site Bus /	Access:
iite Hours:	Monday-Friday / 8:30 am-4:	•		
Notes/Description:	other water related incidents presentations to audiences of	ort community education efforts in Palm Beach County. The co of all ages. The coalition also at ion information. Additionally fre courtesy of the coalition.	balition offers free la ttends Health & Saf	and based water safety ety fairs to distribute water
Site Service ID: CIC				
Program Name:				
Taxonomy Code	Site Service			
JR-8200	Safety Educat	tion Programs		
Target Terms:				
n Charge:			Title:	
ervice Phone:	Ext:	Phone 2:		Fax:
ite Service Email:	astewart@pbcgov.org			
ite Service Website:	http://www.pbcgov.org/d	рс		
ite Service Fees:	No fees charged.			
ite Service Hours:	Monday-Friday / 8:30	am-4:30 pm		
Service Area:	Palm Beach County			
Service Intake Process	: Contact by phone.			
Service Eligibility:	Contact agency.			
Ocuments Required:				
.anguage(s):	English.			
Notes/Description:	and other water relate safety presentations t distribute water safety	& support community education ed incidents in Palm Beach Cou to audiences of all ages. The co y and drowning prevention infor children over 3 years of age co	unty. The coalition coalition also attends mation. Additionally	offers free land based water Health & Safety fairs to / free swimming lessons are
Site Service ID: CIC				
Program Name:				
Faxonomy Code	Site Service			
JR-8200.9500	Water Safety	Education		
Target Terms:				
n Charge:			Title:	
Service Phone:	Ext:	Phone 2:		Fax:
Site Service Email:	astewart@pbcgov.org			

211 Palm Beach Treasure Coast

Site Service Website: Site Service Fees: Site Service Hours: Service Area: Service Intake Process: Service Eligibility: Documents Required: Language(s): Notes/Description:

http://www.pbcgov.org/dpc No fees charged. Monday-Friday / 8:30 am-4:30 pm Palm Beach County Contact by phone. Contact agency.

English.

To promote, develop & support community education efforts that prevent drowning, near drowning and other water related incidents in Palm Beach County. The coalition offers free land based water safety presentations to audiences of all ages. The coalition also attends Health & Safety fairs to distribute water safety and drowning prevention information. Additionally free swimming lessons are available to qualified children over 3 years of age courtesy of the coalition.



AFFILIATE AGREEMENT

To ensure continuity of care and support to clients, 211 Palm Beach/Treasure Coast enters into the following agreement with:

> <u>Palm Beach County</u> (Print or type your agency name here.)

211 Palm Beach/Treasure Coast agrees:

- 1. To refer callers, who meet the eligibility requirement(s) of the Affiliate, to the Affiliate without regard to race, color, creed, disability, national origin, age, sex, sexual orientation or economic status for assessment/on-going services.
- 2. To be available as a resource to the Affiliate's clients 24 hours a day for telephone counseling and $_{\odot}$ information and referral to community resources.
- 3. To be available to the affiliate's staff for information about and referrals to community resources.

The Affiliate agrees:

- 1. To receive clients, who meet the eligibility requirement(s), without regard to race, color, creed, disability, national origin, age, sex, sexual orientation or economic status who are referred by 211 Palm Beach/Treasure Coast.
- 2. To advise clients of the 24-hour availability of 211 Palm Beach/Treasure Coast services.
- 3. To advise staff of the availability of 211 Palm Beach/Treasure Coast as a resource.
- 4. To inform 211 Palm Beach/Treasure Coast when changes arise within the Affiliate.
- 5 That information provided is true and accurate to the best of their knowledge and that this information may be included in published materials and in local or statewide databases.
- To provide 211 Palm Beach/Treasure Coast a yearly formal update when requested beginning at the start of each calendar year for accuracy, deletion and new content. Agencies can update formally during the year using the online update process proactively on the website.

This letter of agreement will remain in force until terminated by either party contingent upon thirty (30) days written notice.

211 PALM BEACH/TREASURE COAST:

Susan K. Buza, Executive Director

January 6, 2011 Date Signed

AFFILIATE: Palm Beach County Board of County Commissioners:

Karen T. Marcus, Chair

Approved as to Terms and Conditions:

Fire-Rescue 6

Approved as to Form and Legal Sufficiency:

8118/1 Date Signed

CM. County Attorney

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Information from 211 Community Resource Database