

## **Letter of Introduction**

2-1-1 is requesting funding to maintain our Coordinated Entry “CE” work. Since we first started doing CE in 2014 for Humboldt County’s Continuum of Care, the number of homeless callers and time spent doing CE and inputting them into HMIS has grown by over 1000%. We know the number of clients that we work with that are homeless will continue to grow. We allow people with limited transportation and/or mobility to dial a simple 3-digit number and set up an appointment to have Coordinated Entry done and input them in the HMIS system. We make sure and set up call back every 3 to 9 months, to confirm their homeless situation and update in HMIS. We have expanded our work with CE to also include document retrieval needed to secure housing or jobs, such as, social security card, income documents, birth certificates, ID/DL, Cal Fresh and much more. We do housing searches for our clients, and we help them apply for rentals. A report pulled by 211 CA. the average person looking for help will go to 5 different agencies before finding the one that can assist them, that takes time, money and can be frustrating. We have expanded our services, now which encompasses a lot of hands on work, like our seasonal clothing vouchers to Lots for Tots and our Emergency Food Panty, which helps those who are calling in on Friday or the weekend to get food, instead of waiting until Monday.

Jeanette Hurst, Ex Director, [jeanette@211humboldt.org](mailto:jeanette@211humboldt.org)

2133 Spring St, Eureka CA 95501, 707-407-0140

Mailing Address: PO Box 6683, Eureka CA. 95502

## **Table of Contents**

Page 1. Introductory Letter

Page 2. Table of Contents

Page 3. Signature Affidavit

Page 4, 5, 6. Professional Profile & Organization Overview

Page 7. Overview of Qualifications and Experience

Page 8, 9, 10. Project Description & Project Design

Page 11, 12. Project Budget

## Signature Affidavit

**REQUEST FOR PROPOSALS – NO. DHHS2022-07  
HOMELESS HOUSING, ASSISTANCE AND PREVENTION PROGRAM**


**ATTACHMENT A – SIGNATURE AFFIDAVIT  
(Submit with Proposal)**

REQUEST FOR PROPOSALS – NO. DHHS2022-07 SIGNATURE AFFIDAVIT	
<b>NAME OF ORGANIZATION/AGENCY:</b>	211 Humboldt Information and Resource Center
<b>STREET ADDRESS:</b>	2133 Spring Street
<b>CITY, STATE, ZIP</b>	Eureka, CA 95501
<b>CONTACT PERSON:</b>	Jeanette Hurst
<b>PHONE #:</b>	707-407-0140
<b>FAX #:</b>	707-312-8174
<b>EMAIL:</b>	jeanette@211humboldt.org

Government Code Sections 6250, *et seq.*, the “Public Records Act,” define a public record as any writing containing information relating to the conduct of public business. The Public Records Act provides that public records shall be disclosed upon written request, and that any citizen has a right to inspect any public record, unless the document is exempted from disclosure.

In signing this Proposal, I certify that this firm has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or agency to submit or not to submit a Proposal; that this Proposal has been independently arrived at without collusion with any other Proposer, competitor or potential competitor; that this Proposal has not been knowingly disclosed prior to the opening of Proposals to any other Proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned is an authorized representative of the above-named organization and hereby agrees to all the terms, conditions and specifications required by the County in Request for Proposals No. DHHS2022-07 and declares that the attached Proposal and pricing are in conformity therewith.

  
 \_\_\_\_\_  
**Signature**

11/17/2022  
 \_\_\_\_\_  
**Date**

Jeanette Hurst  
 \_\_\_\_\_  
**Name**

11-17-2022  
 \_\_\_\_\_  
**Date**

This agency hereby acknowledges receipt / review of the following Addendum(s), if any)  
 Addendum # [ ] Addendum # [ ] Addendum # [ ] Addendum # [ ]

## **Professional Profile & Organizational Overview**

The Humboldt Community Switchboard has over 30 years of history, growing and changing over that time to meet Humboldt County's information and referral needs in Human Services.

The Switchboard was conceived in the early 1990's, growing from the Humboldt Juvenile Justice Commission's work looking at ways to prevent juvenile delinquency by better supporting families and providing an easy way for them to access resources. 2-1-1 Mission Statement: "To empower communities by helping community members to identify their need, navigate systems and connect with vital resources and information, that improve their lives, before, during and after any major life event or disaster".

In 1992 under the fiscal sponsorship of the Humboldt Child Care Council (now known as Changing Tides Family Services), the Switchboard was established as a cooperative effort among agencies that comprised an advisory committee of 45 to 50 members.

Consultants were hired to move the project forward and create the initial database of community services. In 1996, the first staff position of Switchboard Coordinator was created and filled, under the continued fiscal sponsorship of the Humboldt Child Care Council.

The lack of sustainable funding for operational support limited Switchboard operations until 1998 when a grant of approximately \$200,000 from the Blue Cross Healthcare Foundation (now the California Endowment Grant) was received to operate the Switchboard within the North Coast Clinics Network, which then became the new home for the Switchboard. A training and operations manual was developed and implemented. By 1999 a Web-based information and referral database was created that allowed local resource providers to update their own listings.

The database has been used by Switchboard call center specialists since 2001 for making

referrals and logging calls and is publicly available for searching on the Switchboard's website now under 211humboldt.org. Seeking a stable place to reside, in 2005 the Switchboard became a program of United Way of Humboldt. In 2009, United Way of Humboldt merged with United Way of the Wine Country (UWWC), and became the UWWC Regional Office, serving Humboldt and Del Norte counties; they continued to manage the Humboldt Community Switchboard from the UWWC regional office in Eureka. In 2009, a volunteer 2-1-1 advisory committee involving all sectors of the Humboldt County community began meeting regularly to discuss and plan the transition of the Switchboard to a 2-1-1 call center service provider. In addition to maintaining its information and referral database listing more than 1,600 local Humboldt County resources, the Switchboard established collaborative relationships with many local agencies to provide specialized pre-screening and referrals for housing, food assistance (Cal Fresh), tax assistance through the Volunteer Income Tax Assistance (VITA) Program, and assistance for families and young children. The UWWC Regional Office has taken on a leadership role with the county's VOAD group (Volunteer Organizations Assisting in Disaster) in 2009, working closely with the Humboldt County Office of Emergency Services and the Humboldt Chapter of the American Red Cross. Program (EFSP) federal grant, which provides supplemental grant dollars from United Way. In 2014, United Way handed over fiscal sponsorship of 2-1-1 Humboldt to Humboldt Community Access and Resource Center "HCAR". Jeanette Hurst, a volunteer at the Switchboard from 2006 to 2007, an MSW intern from HSU at the Switchboard from 2007-2009 and the coordinator of Switchboard/211 from 2009-2015. We filed for nonprofit status, put together a Board and officially became a nonprofit in 2015. 211 has expanded its work to include an Emergency Food Pantry open evenings and weekends, clothing vouchers grants to Lots for Tots for weather appropriate clothes, a weekly Postpartum Support

Group, Coordinated Entry for the Humboldt Continuum of Care, the REACH program to help with PG&E bills, we order Birth Certificates, copy of Social Security cards, filling out housing application, Social Security and SSI application forms, Cal Fresh application and recertification forms, we have just completed our application to be a call center for California vs Hate, which will start up in Feb. 2023, we assist the Housing Authority with Emergency Housing Voucher application and housing searches, we supply emergency power related items, generators and batteries for those who have power run health equipment, cooling wallets and coolers to keep medication cool. We have been working with or have had our own Volunteer Income Tax Assistance Program since 2009. In November 2022 we purchase 300 ponchos and 300 winter caps with a grant we wrote and gave them to Mission, Eureka Community Center, Free Meal, AHHA showers and the Salvation Army. We also applied and got another order of 5000 Bomba socks in November 2022 that will be handed out to multiple agencies throughout Humboldt County from Bridgeville to Hoopa.

## Overview of Qualifications and Experience

We have experience in doing CE for over 8 years and each year we numbers and work have increased. We have highly educated and motivated staff who can handle the process of doing CE; but as important, all the work that comes after that, to prepare them for getting into housing with getting documentation, applications and taking care of their immediate needs. We currently have 5 employees. We have made sure that all of our staff we hire has a Bachelors or Masters in Social Work and one is going after her LCSW. We also get anywhere from 2 to 4 Social Work interns from HSU each semester. Without these interns we would never be able to do all we do; they truly are a blessing to us and our community. Everyone at 211 is AIRS certified which is training in dealing with clients in crisis in a consistent manor and in compliance with HIPPA. Everyone at 211 get certified each year for Civil Rights training, we just completed our certification on Nov. 17 th. This way I am sure they understand the complexity of our community member and their rights. And in January all employee has to pass the Code of Conduct, which tests them on ethical conduct when dealing with clients private and sensitive information. Everyone is monitored for the first couple of weeks before they can interact with clients on their own. We then conduct random monitoring for everyone, to make sure no one is falling back on old ways and staying within the guidelines of their work. 211 was given one seat for Alex, who has been doing CE since 2014 and as of 2022 Meridith now has a seat to do CE for our Clients. Everyone at 211 works with the homeless on resources and information as the need arises, as our numbers indicate that is quite often.

## **Project Description & Project Design**

Proposals shall include a clear and concise description of the proposed HHAP project which identifies the Proposer's ability to comply with the program objectives, local funding priorities, requirements, specifications and standards set forth in this RFP.

a) In 2014, our first year doing CE for CoC, we handled 4,682 calls and in 2022 so far, 211 has received over 15,642 calls from community members and providers, that is an increase of 234.09%. In 2014 we had 462 homeless callers and in 2022 we had over 8,421 calls from community members who were experiencing homelessness, that is increase of 1722.73%. We could not pull any number of how many CE we did in 2014-2015, but in 2016 we enrolled 35 people into CE and so far in 2022 we enrolled 385 out of the 811 CE imputed into HMIS from the 6+ agencies doing CE in 2022. That in an increase for us of 1000%. 211 assisted 5 clients last year to get permanent housing, we assisted with housing searches, in filing applications and gathering documents. We have expanded our work and our work on its own has expanded, as our numbers indicate. Our numbers and work will continue to grow every year; as will our cost, just as everyone else's has.

b) We assist community member throughout Humboldt County, with an easy to remember 3-digit number which allows people to get into CE and other program without the need to commute to a certain agency. 211 has imputed more people into the HMIS system 2022 than any other agency and has one of the largest number of contact with homeless individuals within Humboldt as our numbers show. Having 211 do CE allows people to get into HMIS and that is because of the direct line to services and information without having to worry about traveling from one area to another.



c) This helps the county to fulfill its obligation under their HUD funding for easy access to CE for all homeless people throughout Humboldt County. Also, the 385 CE inputted in 2022 so far, which take anywhere from an hour to hour and half to complete and the 90 day follow ups to determine homeless eligibility and update them in HMIS, makes less work for other agencies and the county, to do other important work they need to do.

2.A: 211 will continue to assist those experiencing homeless has we have since our initial contract with our CoC and before. We will assist them in getting the needed resources and information to help them as much as we can to survive this horrific time of living outside under uncertain dangers and unhealthy conditions.

3. A: NA

4. A: NA

5. A: NA

6. A: NA

7. A: NA

8. A: We have highly educated and motivated staff who can handle the process of doing CE; but as important, all the work that comes after that, to prepare them for getting into housing, with getting documentation, applications and taking care of their immediate needs.

We have made sure that all of our staff has a Bachelor's or Masters in Social Work and one is going after her LCSW. We also get anywhere from 2 to 4 Social Work interns from HSU each semester.

9. A: We will continue to make sure that those experiencing homelessness will be connected to appropriate resources and information, such as, primary care, behavioral health, employment, benefits advocacy, legal assistance services, food, and document retrieval and much more.

10. A: We have and will continue to collect data within our iCarol database and our InContact telephone system as well as the data our CoC has within HMIS of the work we have done. We will do 30 to 90 day follow ups with our homeless clients. This allows us to determine how they are doing and next steps or resources needed and to update them in HMIS every 90 days.

11. A: We will continue to work with the homeless population no matter where our funding comes from. There is no way to phase out 211 as a connection to those experiencing homeless as long as we are up and running, they will call us for assistance. We have been doing CE since 2014 with no financial increases to our work even though our work has accelerated in every aspect. Not only has our workload gone way up but our cost for everything has gone up since 2014.

12. A: NA

13. A: NA

14. A: NA

## Project Budget

### HHAP Budget 2023

<b>A. Personnel Costs</b> <i>Formula for salary calculations and any benefits should be clearly identified</i>	
<b>Title: Call Center Supervisor</b> <b>Hourly Rate of Pay or Salary Calculation: \$57,360 includes Benefits 7%</b> <b>Duties Description: Alex is spending more than 75% + of her time on CE, HMIS, Document retrieval and other resources.</b>	\$4,016
<b>Title: Call Center Specialist</b> <b>Hourly Rate of Pay or Salary Calculation: \$38,500 includes benefits 7%</b> <b>Duties Description: CE, HMIS, Document retrieval and other resources</b>	\$2,695
<b>Title: Call Center Specialist</b> <b>Hourly Rate of Pay or Salary Calculation: \$27,500 includes benefits 7%</b> <b>Duties Description: CE, HMIS, Document retrieval and other resources</b>	\$1,925
<b>Title: 211 admin</b> <b>Hourly Rate of Pay or Salary Calculation: \$68,500 includes benefits 7%</b> <b>Duties Description: All aspects of the CoC work, data collection, grant writing, hiring, training, meetings, reports, and all aspects of running 211.</b>	\$4,795
<b>Total Personnel Costs:</b>	<b>\$13,431</b>
<b>B. Operational Costs</b>	
<b>Item: InContact online telephone system .07 cents a minute, \$100 a month per seat x two seats. One seat 100% other 50% of the 6 seats we have.</b> <b>Description: Telephone system to do outreach and prescreening for CE/HMIS/resources/application assistance, document retrieval such as birth cert, financial, making apt. for Social Security, DMV, notary, bus pass/gas vouchers etc. etc.</b>	\$ 6,800
<b>Item: ICarol database \$550-month 25% x 12</b> <b>Description: Resources and information to assist homeless needs, collect data on clients and unmet needs.</b>	\$1,650
<b>Item: Notary and Birth Certificate Cost:</b>	\$3,700

<b>Description: Notary for B-Cert \$40 will go to location of homeless person x 100 = \$400, cost of B-Cert: \$25 to \$40 depending on location and age: medium of \$35 X 200 = \$7,000 for Total : \$7,400 50% budgeted</b>	
<b>Total Operational Costs:</b>	\$12,150
<b>D. Transportation/Travel (<i>Travel expenses must follow Humboldt County Travel Policy Limits</i>)</b>	
<b>Item: Bus passes</b> <b>Description: 200 bus passes at \$10 each to get to the DMV and Social Security office to acquire Identification card and Social Security card in order to obtain housing.</b>	\$2,000
<b>Total Transportation/Travel Costs:</b>	\$2,000
<b>Grand Total:</b>	\$27,581