



May 1, 2014

via Certified Mail

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Daniel Singer

The Honorable Arthur Garcia  
Santa Maria Juvenile Court  
4263 California Blvd.  
Santa Maria, CA 93455

RE: Response to Grand Jury Report on 2-1-1 Helpline Program

Dear Judge Garcia,

The City of Goleta is pleased to submit its response to the Santa Barbara County Grand Jury's recent report entitled "What is 2-1-1? Will It Survive in Santa Barbara County?" Below, please find the City's response to the report Findings and Recommendations from Interim City Manager Michelle Greene.

**Finding 1**

*The Santa Barbara County 2-1-1 Helpline is a program that provides a valuable service to the residents of the county.*

Goleta Response: The City agrees with the need for accessible information for residents seeking social service information and who may not have ready access to the internet. An active 2-1-1 Helpline may reduce non-emergency calls to the 9-1-1 system and allows for those in need to locate appropriate government and non-profit services.

**Finding 3**

*There is insufficient funding to continue operating the Santa Barbara County 2-1-1 Helpline Program.*

Goleta Response: As the primary provider of social services, the County should ensure they have the funds available to support this

program. Through the City's Revenue Neutrality Agreement with the County of Santa Barbara, Goleta supplies the County with over \$5 million per year in financial support. It would be appropriate for the County to utilize some of these funds to support the 2-1-1 Helpline Program.

#### **Finding 4**

*The cities of Santa Maria, Solvang, Buellton, Goleta, Carpinteria, and Guadalupe do not contribute financially to the Santa Barbara County 2-1-1 Helpline Program.*

Goleta Response: The County of Santa Barbara has asked all cities within the County to give funding consideration to this Program (see attached letter from Chair Lavagnino to all Mayors, dated April 16, 2014). The City Council will have an opportunity to hear a presentation from the County and consider their request to participate in funding for this service.


#### **Recommendation 3**

*That the county, the cities, and other entities benefitting from the services provided by the Santa Barbara County 2-1-1 Helpline Program contribute funding in proportionate amounts as proposed by county staff in its December 2013 recommendations to the Board of Supervisors.*

The City of Goleta, unlike any other city within Santa Barbara County, provides the County with funding in the amount of \$5.3 million per fiscal year via our Revenue Neutrality Agreement (RNA). Losing such a significant source of locally-generated revenues leaves the City without the standard funding tools to participate in such regional programs, such as the 2-1-1 Helpline. In the event the City is able to modify the RNA agreement and see a greater portion of local revenues stay with the City, the Council may more freely consider support for social services. In the meantime, the Council will have an opportunity to determine whether or not to participate in funding the 2-1-1 Helpline Program on an annual basis, per the County's request.

Should the Grand Jury have any questions or wish to follow up further on this response, please do not hesitate to contact Ms. Greene at 961-7500 or [mgreene@cityofgoleta.org](mailto:mgreene@cityofgoleta.org).

Respectfully Submitted,



Michael T. Bennett  
Mayor