



City of Santa Barbara

Office of Mayor

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April 24, 2014

Helene Schneider
Mayor

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

Santa Barbara County Grand Jury
1100 Anacapa Street
Santa Barbara, CA 93101

Honorable Judge Garcia & Grand Jury Foreperson:

This letter is in response to the Santa Barbara County Grand Jury's letter to the Mayor dated February 10, 2014, requesting a response to its 2013-14 report entitled "*What is 2-1-1? Will It Survive in Santa Barbara County?*" The response is provided pursuant to the requirements of State Penal Code Section 933 and 933.05.

Attached are the City of Santa Barbara's responses to the findings and recommendations in the Grand Jury Report as approved by the Santa Barbara City Council on April 22, 2014.

Please contact me, City Administrator Jim Armstrong or City Attorney Ariel Calonne if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "H. Schneider", written over a horizontal line.

Helene Schneider
Mayor

Attachment

cc: City Councilmembers
Jim Armstrong, City Administrator
Ariel Calonne, City Attorney
Paul Casey, Assistant City Administrator
Bettie Weiss, Acting Community Development Director
Sue Gray, Community Development Business Manager

City of Santa Barbara Response to the Report of the 2013-14 Santa Barbara County Grand Jury Report Entitled "What is 2-1-1? Will It Survive in Santa Barbara County?"

GRANT JURY FINDINGS

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

Response to Finding 1: The City of Santa Barbara agrees with this finding.

Finding 2: *The Santa Barbara County 2-1-1 Helpline program database of community resources is out-of-date and in critical need of updating.*

Response to Finding 2: The City of Santa Barbara is not required to respond to this finding.

Finding 3: *There is insufficient funding to continue operating the Santa Barbara County 2-1-1 Helpline program.*

Response to Finding 3: The City of Santa Barbara concurs that there is currently a lack of sustainable funding for the operation of the 2-1-1 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.*

Response to Finding 4: From Fiscal Year 1990 through Fiscal Year 2013, the City of Santa Barbara has provided consistent funding to the 2-1-1 program (formerly CRIS/Helpline) averaging \$20,000 per year through the Human Services Grant allocation process. Applications were not received for Fiscal Years 2014 and 2015 so the City is currently not providing financial support to the program. The City of Santa Barbara is unable to comment on support contributed by other cities in the county.

Finding 5: *The County of Santa Barbara is only temporarily administering the Santa Barbara County 2-1-1 Program.*

Response to Finding 5: The City of Santa Barbara is not required to respond to this finding.

GRAND JURY RECOMMENDATIONS

Recommendation 1: *That the Santa Barbara County Board of Supervisors allocate the requested funds to update the Santa Barbara County 2-1-1 Helpline Program resource database.*

Response to Recommendation 1: The City of Santa Barbara is not required to respond to this recommendation.

Recommendation 2: *That the Santa Barbara County Board of Supervisors indentifies a local agency or organization qualified to assume the administrative and managerial responsibilities of the Santa Barbara County 2-1-1 Helpline Program.*

Response to Recommendation 2: The City of Santa Barbara is not required to respond to this recommendation.

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.*

Response to Recommendation 3: As mentioned in Finding #1 above, the City of Santa Barbara agrees that the 2-1-1 program provides a valuable service to the residents of the county. This is evidenced by the fact that the City of Santa Barbara consistently supported the program with General Fund Human Services grants from Fiscal Year 1990 through Fiscal Year 2013 averaging \$20,000 per year.

However, the City does not agree with the proportionate funding allocated by county staff in their recommendation to the Board of Supervisors. According to the proposed allocation formula, the City of Santa Barbara's share would be \$33,554 (based on 53% of call volume). The call data collected is based upon 2-1-1 callers self-reporting their city of residence. The City questions the accuracy of this data due to the large number of people with Santa Barbara addresses living in the unincorporated areas of South County. It is likely that they may self-report their residence as Santa Barbara city rather than stating that they live in the County unincorporated area. In addition, the final Human Services quarterly report received from Family Service Agency for the 2-1-1 program indicated that only 31% of Fiscal Year 2013 callers were from the City of Santa Barbara. We encourage the County to explore other allocation formulas, such as per capita population or percent of call data based on zip code.

The City of Santa Barbara suggests that a request for funding be submitted for City Human Services funding for the 2-1-1 program. The Fiscal Year 2016 application cycle for the combined Community Development Block Grant and Human Services application process will begin in October 2014. Through this process, the Community Development and Human Services Committee (CDHSC) will assess the effectiveness of the program; determine whether the formula used to calculate the cities' contributions is equitable; and make a funding recommendation to the City Council.

Recommendation 4: *That the Santa Barbara County Board of Supervisors annually review the performance of the 2-1-1 Helpline Program.*

Response to Recommendation 4: The City of Santa Barbara is not required to respond to this recommendation.