

## **211 LA**

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# **211 LA Statement on LA County's 'Disastrous' Selection of Deloitte to Operate 2-1-1 Services**

**LOS ANGELES, CA** — *Following the preliminary decision of Los Angeles County to turn over control of the county's 2-1-1 services to Deloitte, 211 LA Executive Director Maribel Marin released the following statement. [211 LA](#), a local non-profit, has provided information and referral services for LA County since 1981. The LA County Family and Social Services cluster [will hold a hearing](#) on the proposed contract with Deloitte Wednesday.*

"Los Angeles County's proposal to hand over operation of essential 2-1-1 operations to Deloitte, a for-profit consulting firm with a clear record of failure in running call centers, is a trainwreck in the making.

"Unless the Board of Supervisors takes action to reverse this disastrous, out-of-touch decision, the County will begin a process that will erode information and referral services in our county for the next ten years and leave behind countless vulnerable individuals and families. We urge the Board of Supervisors to reject the proposed contract with Deloitte and instead finally make a meaningful investment in what we at 211 LA know actually works: personalized, holistic service for LA County residents, by LA County residents.

"Across California, county and local governments are investing in their local 2-1-1 services in partnership with community and health organizations, integrating community-based infrastructure further into the social safety net to address the complex challenges of ever-increasing inequity, poverty and homelessness. But LA County is proposing turning over the social safety net to a big corporation that, as a business model, puts profits ahead of people.

"Without consulting any stakeholders or community members, a few people in County leadership have made a unilateral decision to turn 2-1-1 over to a for-profit corporation. They claim they support good, local jobs, but instead they're moving jobs out of the County and cutting local living wage, union jobs. They claim they want better service, but instead they're opting for two-dimensional chatbots over trained professionals. They claim they want to invest in our community, but instead they're putting money into the hands of a corporation that is only accountable to itself.

"The Board of Supervisors can put a stop to this potential trainwreck for vulnerable people across our County. One only has to look at Deloitte's record of failure with EDD — a \$55 million failure that left desperate Californians unable to access key unemployment assistance — to see major red flags with this proposed 10 year contract.

“At 211 LA, we know we can build on our decades of success with thoughtful innovation, holistic use of technology and community input. 211 LA has proudly served LA County for the last four decades, acting as the crucial connective tissue of our safety net to provide assistance to millions in need. We love our community and we stand ready, 24/7, to help our neighbors. We urge our Supervisors to reconsider this misguided decision and work with us to build a better LA County for all.”

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### **Additional Background:**

211 LA has filed official protests following the County executive’s decision to award the 2-1-1 contract to Deloitte alleging numerous flaws in the process, including:

- Deloitte’s proposal left out material information about its key partners in the RFP and its own past failures;
- Evaluators demonstrated illegal collusion in their scoring with identical scores and written comments supporting Deloitte;
- Deloitte’s proposal makes wildly unrealistic assumptions in its cost proposal about the needs of the specific community served by 211 and their ability to access technology that the evaluators improperly accepted;
- The qualifications section was unclear and confusing and improperly scored, and Deloitte was given the highest score despite the fact that Deloitte and its partners in the RFP have no employees trained and qualified to provide the social service expertise of a Community Resource Specialist required in the RFP;
- 211 LA’s proposal was improperly scored;
- The County improperly waived material flaws in Deloitte’s proposal; and
- The County did not require that the 211 services utilize the local or California workforce or pay a living wage.

211 LA is staffed by LA County residents. A recent survey showed that Los Angeles’ 2-1-1 services are utilized predominantly by low-income women of color with school-aged children. 211 LA staff are majority female (77%) and people of color (88%), and more than half of frontline staff are bilingual. Since 1987, 211 LA has proudly employed a workforce organized with SEIU 721. 211 LA proudly pays a living wage with a rich benefits package including fully paid premiums for employees and 55% for family members, low co-pays, and a 401K contribution.