






















	2017 RFP <i>(Current Service)</i>	2021 RFP <i>(Future Service)</i>	
<p>Does the 211 service provide a holistic response for a caller's needs?</p>			<p>211 LA currently provides caller intake and assessment, and addresses the various service needs of the caller in one call, including uncovering unstated needs and having the flexibility to layer additional service offerings such as taking an elder abuse or hate act report. For some needs, 211 LA coordinates assistance with separate agencies or organizations not included in the 2017 RFP (e.g. emergency homeless services, public safety public shutoff support for access and functional needs population).</p> <p>In 2021, the RFP requires primarily an electronic transfer to one of multiple separate agencies depending on caller request, according to predefined service protocols. The caller would need to make multiple requests to obtain referrals to each different agency, and the caller would need to fully understand and state their needs and the services they seek.</p>
<p>Does the 211 service require live assistance be available to all answered contacts quickly and easily?</p>			<p>211 LA currently answers all calls with a live person, including by a return call, for an initial assessment and intake to determine level of assistance required for each issue, unless the caller requests a transfer or recorded information.</p> <p>In 2021, the RFP requires primarily unassisted transfers or referrals to other agencies, and allows for “answering” these to be provided by automation and bots. While it does require that the individual be able to reach a live person, there is no guarantee how quickly or easily this access will be provided, that staffing levels will be able to assist all or nearly all contacts if needed, or if specific performance expectation will be required for the length of time to connect.</p>
<p>What portion of 211 calls are answered?</p>	<p>77%</p>	<p>95%</p>	<p>Since 2017, the County only provides sufficient funding for a 77% answer rate; 211 LA could have had a greater answer rate with additional funding.</p> <p>In 2021, the RFP requires a 95% answer rate but does not require this answer rate be provided by a live person - it could include recorded messages, automated bots, or automatic unassisted transfers to other agencies. Regarding transfers, these would be to other agencies who have well under a 95% answer rate.</p>
<p>Does the 211 service utilize technology to efficiently respond to calls across communication methods?</p>			<p>211 LA uses call, text, email, and web based services, and proposed expansion to app based communication in the future.</p> <p>In 2021, the RFP requires phone, text, web and app based communication methods.</p>
<p>Does the 211 service include continuation of existing special projects and specialized hotlines?</p>			<p>211 LA currently handles separate special projects as part of the 211 contract that were added on to the 2017 RFP, including:</p> <ul style="list-style-type: none"> • CEO – Homeless Initiative Countywide Outreach System • WDACS – Area Agency on Aging Hotline; Elder Abuse Hotline; Anti-Hate Campaign • DCFS – Early Education Enrollment and Care Coordination; Family Reunification Housing Subsidy Initiative • DMH – Community Schools Initiative <p>In 2021, the RFP does not provide for the special projects to continue, and the projects have been advised to find other providers to continue the services.</p>

<p>Does the 211 service hire local staff in LA County?</p>			<p>Currently all 211 LA employees handling calls, reside in LA County. Many have worked at 211 LA for over a decade, and some are multigenerational staff.</p> <p>In 2021, the RFP does not require that the employees live in LA County, the State of California or even the US.</p>
<p>Does the 211 service support and use union labor (SEIU)?</p>			<p>Staff employees of 211 LA who answer the administrative lines, 211 calls, and who maintain the 211 resource referral database are members of SEIU 721, a public sector union labor organization.</p> <p>In 2021, the RFP does not require that the 211 service provider utilize union labor, or that they provide a prevailing or living wage to employees.</p>
<p>Does the 211 service employ bilingual staff in Spanish and other community languages?</p>			<p>The 211 LA call handling staff is at least 50% certified bilingual in Spanish</p> <p>In 2021, the RFP does not set a requirement for the proportion of bilingual staff in any language. It only requires interpretive services and requires that any bilingual staff receive annual recertification, adding a large expense that may discourage hiring bilingual staff.</p>
<p>Does the 211 service provider require cultural awareness and abuse reporting training for all call handling staff?</p>			<p>211 LA provides cultural awareness and sensitivity training for all staff and child abuse reporting training for all call handling staff. Specific program training is required annually for a minimum of 12 topics, such as Public Health Campaigns, Unincorporated Area Helpline/Code Enforcement, and Elder Abuse.</p> <p>In 2021, the RFP requires training for Child Abuse and Neglect (training on response protocol), LA Found, as needed; and CEO OEM training, as needed. There is no requirement for culturally competent or customer friendly services or training.</p>
<p>Is the 211 service provider accredited in Alliance of Information and Referral Systems (AIRS) at the time of providing the 211 service?</p>			<p>Currently, CRAs and Resource Writers must achieve and maintain AIRS certification throughout the agreement. Additionally, 211 LA is an AIRS accredited agency.</p> <p>In 2021, the RFP requires that the contractor become AIRS accredited within 24 months of the start of the contract, and that all CRS staff be certified as CRS specialists within 12 months, but there is no requirement to have certified staff initially. An organization that has not previously provided these specific direct community services will be extremely challenged meeting these requirements and getting the appropriate industry association staff certifications and agency accreditation within the prescribed timeframes.</p>
<p>Does the 211 service include designation by the CPUC?</p>			<p>Currently, 211 LA is the designated 211 service provider by the California Public Utilities Commission to use the 211 dialing code within the County of Los Angeles.</p> <p>In 2021, neither the County nor the other RFP bidders have the designation, and would need to obtain approval from the CPUC to transfer the 211 dialing code use authorization, which is not guaranteed, requires broad community support, and could take several months to re-implement if transferred to a new provider.</p>
<p>Does the 211 service prioritize experience and service approach as opposed to cost?</p>			<p>In 2017, the RFP allocated 70% of the criteria to proposer's qualifications and approach to service. (Point Allocation: Proposer's Qualifications-35%, Approach to Service-35%, Quality Assurance Plan-10%, Cost Proposal-20%)</p> <p>In 2021, the RFP allocated only 55% of the criteria to the proposer's qualifications and approach to service. (Point Allocation: Proposer's Qualifications-25%, Approach to Service-30%, Quality Assurance Plan-15%, Cost Proposal-30%). The 2021 RFP increased the value to Cost by 50%.</p>