

FY 12-13
SCOPE OF WORK/WORK PLAN (REVISED)

Requested Grant Funds in FY 2012-2013: \$60,000

Project Summary: 2-1-1 SLO County

Objective	Major Tasks	Timeline
Ensure all calls to 2-1-1 are answered by knowledgeable and helpful call specialists	<ul style="list-style-type: none"> • Maintain contract with Interface Children and Family Services to answer SLO County 2-1-1 calls • Ensure call specialists receive appropriate and ongoing training as needed, and that an adequate number are bilingual (Spanish) 	Ongoing
Provide individuals and families that call 2-1-1 with appropriate information and referrals for health and human services	<ul style="list-style-type: none"> • Maintain and update 2-1-1 database • Request updated information from agencies at least once annually 	Ongoing
Provide individuals and families with local information and resources during times of disaster	<ul style="list-style-type: none"> • Work with local officials and disaster-related organizations (such as reverse 9-1-1 and VOAD) to maintain accurate and up-to-date information 	As needed during a disaster
Project OUTPUTS:		
<ul style="list-style-type: none"> • 6,500 calls presented to 2-1-1 • Appropriately refer callers to up to 3 resources per need (as database allows) • Maintain 2-1-1 SLO County database online as a searchable directory • Provide content of resource database to Healthy City 		
Project OUTCOMES:		
<ul style="list-style-type: none"> • 2% of callers who receive referrals are contacted via a follow-up call to assess their experience calling 2-1-1 • All feedback from follow-up calls (if the referrals were appropriate for the caller's needs, if the information provided was accurate, if barriers exist to accessing resources, etc.) is used to improve the quality of 2-1-1 services 		