



**COUNTY OF LAKE  
BOARD OF SUPERVISORS**

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May 23, 2023

Alice Busching Reynolds  
President  
California Public Utilities Commission  
505 Van Ness Ave  
San Francisco, CA 94102

**RE: Endorsement of Interface Children & Family Services/211 Ventura County as  
Provider of 211 Lake County Services**

Dear Ms. Busching Reynolds:

The County of Lake is very pleased to endorse Interface Children & Family Services/211 Ventura County (*211 Ventura County*) as provider of 211 Lake County services.

As your Commission will recall, Lake County first became associated with 211 Ventura County consequent to SB 1212 (*approved by the California Governor September 29, 2016*), which authorized the CPUC to implement infrastructure and services required to close 211 service gaps in California counties previously unserved. The intent of this initiative was to ensure individuals evacuated to a neighboring county, for example, maintained continuous access to 211 dialing statewide.

211 Ventura County was the CPUC's selected contractor to engage in this work, and has provided Disaster-Only 211 services in Lake County since 2019. In early 2020, with the onset of the COVID-19 pandemic, 211 service became regularly available in Lake County, via text message or dialing from any telephone, and at <https://211lake.org/>.

In February 2023, when low elevation snow disrupted electrical service in virtually every area of Lake County, 211 was an essential support. 211 Ventura County worked closely with PG&E to provide resources, placing callers in hotels, providing food deliveries, and appropriately directing those that called with service needs due to being snowed in.

Implementation of full-service 211, in partnership with 211 Ventura County, is the logical next step for Lake County. Please do not hesitate to contact the County Administrative Office, at 707-263-2580, or [Matthew.Rothstein@lakecountyca.gov](mailto:Matthew.Rothstein@lakecountyca.gov), for further information.

Sincerely,

Jessica Pyska  
Chair, Lake County Board of Supervisors

*Cc: Interface Children & Family Services/211 Ventura County*