



Department of Emergency Services

Memorandum

15797

Date: December 3, 2010

To: The Honorable Board of Acquisition and Contract

From: Anthony W. Sutton
Commissioner of Emergency Services

Re: **Resolution to Exempt from the Westchester County Procurement Policy an Agreement with United Way of Westchester and Putnam, Inc. (“United Way”) in order to utilize United Way’s 2-1-1 service to assist with the continued operation of the County of Westchester’s Special Needs Registry**

Authority is hereby requested from your Honorable Board to exempt from the Westchester County Procurement Policy, a contract with United Way in order to utilize United Way’s 2-1-1 service to assist with the continued operation of the County’s Special Needs Registry. The current agreement with United Way to utilize the 2-1-1 service expired on September 30, 2010. Through the use of the United Way 2-1-1 service, United Way will utilize the Department of Emergency Services’ (“DES”) web-based registry for the disabled, take calls from those inquiring about the Special Needs Registry and register those interested. United Way has proven to be a valuable partner in this emergency planning initiative. 2-1-1 serves as the pathway to registration for the population that doesn’t have access to, or familiarity with computers or on line registration. In addition, United Way will assist with processing applications submitted through the mail to the County, and provide outreach to Non-Institutionalized Mobility Impaired program registrants in connection with enrollment in the Special Needs Registry.

The term of the proposed agreement will commence on October 1, 2010 and expire on September 30, 2013. In consideration for the services to be rendered, the County will pay United Way on a quarterly basis, in equal installments, an amount not-to-exceed Nineteen Thousand (\$19,000.00) Dollars per year for a total amount not-to-exceed Fifty Seven Thousand (\$57,000.00) Dollars, pursuant to an approved budget. The County reserves the right to terminate the agreement on ten days notice.

United Way provides year round extensive referral assistance and addresses the needs of the County’s residents. As such, United Way is in a unique position to screen individuals who may or may not know about the Special Needs Registry and make them aware of this initiative and immediately register them. The Department of Emergency Services does not have the personnel necessary to staff such a phone registering service.

United Way will provide the following services:

- Take calls from those requesting to register; live operators will be available for 12 hours a day; messages left during off hours regarding the Registry will be returned promptly upon opening of the call center.
- Utilize the web-based registry, interview the caller and fill in the required fields during the call, informing the caller of any required permissions and noting in any narrative fields additional information or confidential permission granted to collect said information.
- When process is completed, follow protocols to submit information to DES.
- Aid callers as may be appropriate via 2-1-1 general services for other expressed needs.
- Process registry applications submitted by mail to the County.
- For general 2-1-1 callers who may be identifying with needs indicating disabilities that may cause them to be eligible for this program, if approved by DES, 2-1-1 may make such callers from Westchester routinely aware of this special program.
- Provide additional service reporting as requested so that DES may receive the full picture, beyond the registry reports, as to callers and needs.
- Provide individual email addresses for operators to DES OEM to be used as a user id.¹
- Notify OEM of the identity of the 2-1-1 specialists handling Special Needs registrations; OEM will also be advised immediately if they are leaving the employ of United Way's 2-1-1 so that OEM may immediately cancel their system privileges.
- Support outreach to Non-Institutionalized Mobility Impaired (NIMI) program registrants regarding enrollment into the Registry.

Goals & Objectives: The goal of this contract is to continue to incorporate the already existing infrastructure, staffing and expertise of the United Way 211 answering center and enhance the County's efforts to operate the Special Needs Registry. This unique, unmatched, call taking center has the experience and capacity to assist the County in reaching its objective to identify as many of the County residents needing assistance during an emergency as possible. It should be noted that the goals and objectives of this program do not include the County assuming the primary responsibility for the identification of, communication with, or rendering evacuation assistance to those citizens enrolling in the registry. Rather it is the program objective to develop the registry to compile the information to share with local municipalities, thereby allowing them to identify those needing assistance during an emergency. Localities have the primary responsibility to provide assistance to their residents. The County will also benefit from the registry by gaining the ability to predict the transportation assistance the locality may need to deal with evacuating its special needs population.

¹ Note: for security reasons and to provide system's administrator privileges to all specialists which will allow them to register an applicant; view registrants that they have signed up; and to update registrant information DES Office of Emergency Management (OEM) will provide each specialists with a user id and password that will be specific to them. United Way would not be permitted to create other Administrators, only DES/OEM will be authorized to do so.

Public Benefit: This contract will enable DES to use the 211 call taking/processing professionals to expertly and efficiently assist individuals to register for this program. The program itself will be an invaluable source of information allowing every locality to locate their “at risk” population needing assistance during an emergency of any kind. County planners will benefit from this information by anticipating and preplanning requests for manpower, transportation and sheltering assistance during emergencies.

Monitoring: This contract will be monitored for performance and quality assurance of data entered on a weekly basis by the Department of Emergency Services staff, reporting to the Commissioner.

In light of the above, it is proposed that the best interests of the County would be served by exempting the procurement of the agreement with United Way from the County Procurement Policy. Pursuant to Section 3(a)(xxi) of the Westchester County Procurement Policy, where this Honorable Board determines, by resolution passed prior to the commencement of procurement, that compliance with the Westchester County Procurement Policy would not be in the best interests of the County, the requirements of the policy may be waived. Accordingly, a resolution to exempt the procurement with United Way is hereby submitted for your consideration.

AWS/tsa
Attachment

APPROVED BOARD OF ACQUISITION & CONTRACT - 12/22/2010 - JIM PRINCE, SECRETARY

RESOLUTION

Upon a communication from the Commissioner of the Department of Emergency Services,
be it hereby

RESOLVED, that pursuant to Section 3(a)xxi of the Westchester County Procurement Policy and Procedures, it is hereby determined that application of the procedural requirements contained therein, including the necessity of soliciting price quotations, is neither cost effective nor expedient, and accordingly, not in the best interests of the County in connection with the procurement of an agreement with United Way of Westchester and Putnam, Inc. to assist with the continued operation of the Westchester County Special Needs Registry.

APPROVED BOARD OF ACQUISITION & CONTRACT - 12/22/2020 - JOMARY NEIRA, SECRETARY