



**Department of Emergency Services**

**Memorandum**

**15978**

Date: December 3, 2010

To: The Honorable Board of Acquisition and Contract

From: Anthony W. Sutton  
Commissioner of Emergency Services

Re: **Resolution Authorizing 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 enter into an agreement 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 contract amount not-to-exceed Fifty Seven Thousand (\$57,000.00) Dollars. 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. DES 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.<sup>1</sup>
- 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 2-1-1 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.

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<sup>1</sup> 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 2-1-1 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 DES staff, reporting to the Commissioner.

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.

By prior resolution duly adopted by your Honorable Board, it was determined that compliance with the procedures of the County’s Procurement Policy was not in the best interests of the County. This agreement is therefore exempt under Section 3(a)(xxi) of the County’s Procurement Policy. I believe it is in the best interest of the County to enter into the within described agreement. Accordingly, I recommend that your Honorable Board approve the annexed proposed Resolution.

AWS/tsa  
Attachment

APPROVED BOARD OF ACQUISITION & CONTRACT - 12/22/2010 JIMMY VEIRA, SECRETARY

## RESOLUTION

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

**RESOLVED**, that the County of Westchester (“County”) acting by and through its Department of Emergency Services, is authorized to enter into 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’s Special Needs Registry for a term commencing October 1, 2010 and expiring September 30, 2013, with the County’s right to terminate the agreement on ten (10) days notice; and be it further

**RESOLVED**, that the County shall 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 contract amount not-to-exceed Fifty Seven Thousand (\$57,000.00) Dollars; and be it further

**RESOLVED**, that this Agreement is subject to County appropriations; and be it further

**RESOLVED**, that this Agreement is also subject to further financial analysis of the impact of any New York State Budget (the “State Budget”) proposed and adopted during the term of this Agreement. The County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of a State Budget or any amendments thereto, and for a reasonable period of time after such release(s) or adoption(s), to conduct an analysis of the impacts of any such State Budget on County finances. After such analysis, the County shall retain the right to either terminate this Agreement or to renegotiate the amounts and rates approved herein. If the County subsequently offers to pay a reduced amount to the United Way, then the United Way shall have the right to terminate this Agreement upon reasonable prior written notice; and be it further

**RESOLVED**, that the County Executive or his authorized designee is hereby authorized to execute any documents and take any actions reasonably necessary and appropriate to effectuate the purposes of this Resolution.

Account to be Charged/Credited

Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub-Object	Trust Account	Dollars
263	20	752J	4380	T752	\$19,000
263	20	752J	4380	T752	\$19,000
263	20	752J	4380	T752	\$19,000

Budget Funding Year(s) 2010-2013 Start Date 10/1/10 End Date: 9/30/13  
(must match resolution)

Funding Source Tax Dollars \_\_\_\_\_

State Aid \$57,000 \_\_\_\_\_

\$ 57,000 Federal Aid \_\_\_\_\_

(must match resolution) Other \_\_\_\_\_