



Department of Emergency Services

Memorandum

71931

Date: October 3, 2019

To: The Honorable Board of Acquisition and Contract

From: John M. Cullen
Commissioner of Emergency Services

Re: **Resolution Authorizing the County to exercise its option to renew its Agreement with United Way of Westchester and Putnam, Inc. (“United Way”) in order to continue to utilize United Way’s 2-1-1 service to assist with the operation of the County of Westchester’s Special Needs Registry from October 1, 2019 through September 30, 2021.**

On November 10, 2016, your Honorable Board authorized the County of Westchester (the “County”), acting by and through the Department of Emergency Services, to enter into an agreement (the “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 (“SNR”) from October 1, 2016 through September 30, 2019, with the County having the sole option to renew the Agreement once for an additional two years. Pursuant to the Agreement, United Way was to be compensated an amount not to exceed \$19,000 per year for a total amount not to exceed \$57,000.

Authority is hereby requested from your Honorable Board for the County to enter into an amendment to the Agreement (the “First Amendment”) in order to exercise its option to renew it’s the Agreement with United Way in order to continue to utilize United Way’s 2-1-1 service from October 1, 2019 through September 30, 2021 (the “Renewal period”). Pursuant to the First Amendment, United Way will be compensated an amount not to exceed \$19,000 per year during the Renewal Period, for a new total amount not to exceed \$95,000.

Through the use of the United Way 2-1-1 service, United Way provides information about the SNR to those inquiring; utilizes the County’s web-based registry to register those interested; and to conducts annual updates of registrants presently in the system. United Way has proven to be a valuable partner in this emergency planning initiative as they provide a pathway to registration for the population that doesn’t have access to, or familiarity with computers or online registration. In addition, United Way will assist the county during times of emergency, to

provide information and referral services as relates to the emergency event upon request, including extending operations from 10 to 24 hours a day.

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.

United Way will continue to provide the following services:

During non-emergency operations, the Consultant shall:

- Provide a representative to serve as liaison to the County for the term of the contract;
- Have call center specialists available for no less than 10 hours a day, 365 days a year, while having the ability to extend to 24 hours during emergencies;
- Provide information to callers inquiring about the County's SNR";
- Complete a SNR application, with the caller/applicant's consent, on behalf of the caller/applicant, including reviewing all SNR acknowledgements and legal disclaimers with caller/applicant prior to submission of the application. 2-1-1 will facilitate registrations for individuals whose primary language is not English by utilizing a language line;
- Conduct annual updates of SNR registrants, which shall include querying the SNR database monthly for near expiring SNR registrants, conducting registrant updates as outlined in the *SNR Registrant Update Guide* and reporting the status to the County who will maintain responsibility for written correspondence;
- Provide detailed monthly reports on SNR calls and registration updates for the reporting period including but not limited to the number individuals requesting information about the registry, the number of new applicants registered, number of updated registrants including inactive status and associated detail on contract status, and recommendations for removal with documentation of communications;
- Provide call center specialists, staff and volunteers to participate in County-facilitated training and exercises (two exercises annually and initial and/or refresher training annually for each call taker/operator);
- Provide training in conjunction with the County to call center specialists, call center staff and volunteers handling the calls, including provision of training supplies and materials;
- Provide periodic reports on training and exercise conduct, including numbers of individuals trained;
- Update training policies and procedures, in conjunction with the County;
- Recruit and retain volunteers to support enhanced capabilities as described in the following "emergency operations" scope of work.

During emergency operations, the Consultant shall:

- Extend its operating hours as needed or requested by the County. One expanding operation from 10 to 24 hours included in the annual not-to-exceed amount with additional expanded operations for an additional cost of \$4,505.00 for each 14 hour period (see attached budget). The County will, to the best of their ability, provide 2-1-1 a three hour mobilization time to extend 2-1-1's hours of operation;

- Provide information and referral services by phone and on the web to Westchester residents, workers and visitors. Information may include, but is not limited to, evacuation routes, shelter-in-place locations, reception centers, potassium iodide locations, shelters, and commodity distribution points (e.g. food, water, dry ice) as appropriate;
- Adapt normal information-gathering and service delivery procedures to meet the circumstances of the specific emergency;
- Follow directions from the County as critical information emerges and actively disseminate such information to the general public including: individuals impacted by the emergency, evacuees, and concerned citizens outside of affected areas;
- Provide information to the County on the types and volumes of calls being received and on any prevailing trends in questions or misinformation. This should include any specific requests or information that warrant further vetting or follow-up by the County;
- Facilitate effective communication flow between the County and the Consultant, to ensure timely and accurate information exchange;
- Participate in post incident analysis and review.

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 SNR and provide information during times of major emergencies or disasters. 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 information and assistance during an emergency as possible, including the ability to expand operations and communicate with those whose primary language is not English.

Public Benefit: This contract will enable the County to use the 2-1-1 call taking/processing professionals to expertly and efficiently assist individuals to register for SNR and to provide information during times of major emergencies or disasters when activated by the County.

Monitoring: This contract will be monitored for performance and quality assurance of data entered by the DES staff, reporting to the Commissioner.

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.

JMC/jrc
Attachment

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 enter into an amendment (the “First Amendment”) to its agreement (the “Agreement”) with United Way of Westchester and Putnam, Inc. (“United Way”) which commenced on October 1, 2016 and expires on September 30, 2019 to utilize United Way’s 2-1-1 service to assist with the operation of the County’s Special Needs, in order for the County to exercise its option to renew the Agreement for an additional two years from October 1, 2019 through September 30, 2021 (the “Renewal Period”); and be it further

RESOLVED, that for the Renewal Period, the County shall pay United Way an amount not-to-exceed Nineteen Thousand Dollars (\$19,000.00) per year, for a new total contract amount not-to-exceed Ninety Five Thousand Dollars (\$95,000.00); and be it further

RESOLVED, that the First Amendment is subject to County appropriations; and be it further

RESOLVED, that the First Amendment 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 as amended. 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	752T	4380	T752	\$38,000.00

Budget Funding Year(s) 2019-2021 Start Date 10/1/19 End Date: 9/30/21 (must match resolution)

Funding Source Tax Dollars _____

State Aid \$38,000.00

Federal Aid _____

Other _____

\$ 38,000.00
(must match resolution)