



Department of Emergency Services

Memorandum

35738

DATE: August 28, 2013

TO: Board of Acquisition and Contract

FROM: John M. Cullen
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 expires on September 30, 2013. 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. Additionally, services provided will include support of information sharing with the general public during times of major emergencies or disasters when requested by the County.

The term of the proposed agreement will commence October 1, 2013 and expire September 30, 2016. 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:

During non-emergency operations:

- Have specialists available for no less than 10 hrs a day, while having the ability to extend to 24 hrs during emergencies
- Provide information to callers inquiring about the County's Special Needs Registry program (SNR)
- Complete a SNR application, with the caller/applicant's consent, on behalf of the caller/applicant
- Review all SNR acknowledgements and legal disclaimers with caller/applicant prior to submission of the application
- Support annual review/updates of SNR registrants
- Provide monthly reports on SNR calls and registration up-dates
- Participate in annual DES training and exercises (two exercises annually and yearly refresher training annually for each call taker/operator)
- Provide training in conjunction with DES to call center specialists, UWWP staff and volunteers handling the calls
- Provide a representative to serve as a liaison to DES
- Update training policies and procedures, in conjunction with DES

During emergency operations:

- Extend its operating hours as needed
- Provide information and referral services by phone and on the web to Westchester residents/workers. Information may include, but is not limited to, evacuation routes, shelter-in-place locations, reception centers, KI locations, Emergency Alert System Stations, Shelters, dry ice and/or water stations
- Adapt its normal information-gathering and service delivery procedures to meet the circumstances of the specific emergency
- Follow directions from the DES 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 the affected areas
- Provide information to DES on the types and volume of calls being received and on any prevailing trends in questions or misinformation
- Identify potential rumors unrelated to the incident and report back to DES
- Facilitate effective communication flow between DES and 2-1-1 to ensure timely and accurate information
- Use DES Westchester Incident Management System (WIMS) web-based tool to access information
- Coordinate with local, state and federal government agencies, non-profit relief agencies and private sector services available for long term recovery
- Participate in after-action 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 Special Needs Registry as well as general public information sharing 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 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. It is also the goal of the contract to establish the necessary planning and training components required to enhance 2-1-1's capability to support the County with disseminating information to the general public during times of major emergencies or disasters when requested.

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. This contract will also enable the County to expand 2-1-1 services during times of major emergency or disaster to enhance the accessibility and relaying of related information to the general public.

Monitoring: This contract will be monitored for performance and quality assurance of data entered on a monthly 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. A separate resolution, submitted on even date herewith, requested a finding by this Honorable Board that this agreement is 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.

JMC/TSA
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 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 and public information during times of major emergencies or disasters for a term commencing October 1, 2013 and expiring September 30, 2016, with the County 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	681H	8000	T681	\$52,582.31
263	20	752H	8000	T752	\$ 4,147.69

Budget Funding Year(s) 2013-2016 Start Date 10/1/13 End Date: 9/30/16
(must match resolution)

Funding Source Tax Dollars _____

\$57,000.00
(must match resolution)

State Aid	\$ 4,147.69
Federal Aid	
Other	\$52,582.31 (Red Cross)