

83003

TO: Honorable Members of the Board of Acquisition and Contract

FROM: Honorable George Latimer
Westchester County Executive

DATE: March 1, 2021

SUBJECT: Authority to enter into an agreement with United Way of Westchester and Putnam, Inc. to operate the Hudson Valley Region 211 Call Center, for the period January 1, 2021 to December 31, 2021, for an amount not to exceed \$102,000.00.

The attached Resolution, if approved by your Honorable Board, would authorize the County of Westchester (the "County") to enter into an agreement (the "Agreement") with United Way of Westchester and Putnam, Inc. ("United Way") pursuant to which United Way will operate the Hudson Valley Region 211 Call Center (the "Call Center") to provide free information and referral services to Westchester County residents, for a term commencing January 1, 2021 and continuing through December 31, 2021, for an amount not to exceed One Hundred Two Thousand Dollars (\$102,000.00), to be paid in quarterly pursuant to an approved budget.

Operational since September of 2005, the Call Center allows the approximately two million residents of Westchester, Rockland, Putnam, Orange, Ulster and Dutchess counties to make a free 211 call, 9 a.m. to 7 p.m. seven days a week, 365 days a year, to obtain information and, if necessary, immediate telephone transfer to the appropriate County department. The other counties also enter into agreements with United Way for the operation of the Call Center. Information and referrals are provided for questions regarding basic needs, legal, health, mental health, income security, education, consumer and environmental quality.

The proposed Agreement will serve a public purpose by facilitating residents' access to critical services that will improve their quality of life. Access to the Call Center will allow for a more efficient use of County resources by encouraging public referrals to relevant County departments before an emergency situation arises thereby avoiding a possible emergency response by law enforcement or other departments.

The following are United Way's goals and objectives under the proposed Agreement.

- Identify the types of calls received based on aggregated data in order to assist the County to anticipate demand for services and mobilize resources to meet changing needs.

- Call specialists will capture accurate data on caller demographics, area of expressed need, and referrals made or info given.
- United Way will meet with the County for review of progress and to generate ideas for additional efficiencies as requested or needed.
- Enable more County departments to use the Call Center in their outreach and information activities.
 - United Way will implement new initiatives with the County.

The goals and objectives of the proposed Agreement will be tracked and monitored by the County Executive's Office.

Authority to exempt the procurement of the proposed Agreement from the requirements of the Westchester County Procurement Policy pursuant to Section 3(a)(xxi) thereof has been granted by your Honorable Board pursuant to a separate resolution submitted on even date herewith.

Attached for your consideration is a proposed Resolution.

RESOLUTION

Upon a communication from the Westchester County Executive, be it hereby

RESOLVED, that the County of Westchester (the "County") is hereby authorized to enter into an agreement (the "Agreement") with United Way of Westchester and Putnam, Inc. ("United Way"), pursuant to which United Way will operate the Hudson Valley Region 211 Call Center to provide free information and referral services to Westchester County residents, for a term commencing January 1, 2021 and continuing through December 31, 2021, for an amount not to exceed One Hundred Two Thousand Dollars (\$102,000.00), to be paid quarterly pursuant to an approved budget; 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 United Way, then 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 duly authorized designee be and hereby is authorized and empowered to execute any and all documents and take any actions necessary to effectuate the purposes hereof.

Account to be charged/credited:

FUND	DEPT	Major Program, Program & Phase, Or Unit	Object/ Sub-Object	Trust Account	Dollars	Funding Year
101	16	6610	4420	N/A	\$102,000	2021

Budget Funding Year(s) 2021
(must match resolution)

Start Date: 1/1/2021 **End Date:** 12/31/2021

\$102,000
(must match resolution)

Funding Source: Tax Dollars \$102,000
State Aid _____
Federal Aid _____
Other _____