Memorandum of Agreement (Revised)
Between
United Way of Connecticut
and
Connecticut Department of Emergency Management and Homeland Security
September, 2008

The parties to this Memorandum of Agreement (MOA) are United Way of Connecticut (UWC), provider of the 2-1-1 service, and the Connecticut Department of Emergency Management and Homeland Security (DEMHS).

The purpose of this MOA is to establish a working relationship between UWC 2-1-1 and DEMHS that addresses the need for the public to have information during an emergency or disaster.

For the purpose of this MOA, such an emergency or disaster shall be defined as an occurrence that affects a significant number of people in Connecticut, including but not limited to a hurricane, wide-spread floods or power outage, or other catastrophic situation.

During such emergencies or disasters, UWC 2-1-1 shall be the statewide telephone point of access for residents to get information about the emergency or disaster and where and how to access the resources to assist residents to meet their basic needs.

UWC 2-1-1 will:

- Be available 24/7 to provide people with access to information during emergencies or disasters.
  (2-1-1 service is multilingual and has TDD access.)
- During a specific emergency or disaster, designate one individual as the 2-1-1 Coordinator, to operate as a single point of contact with DEMHS.
- Be the State's resource for centralized rumor control.
- Adapt its normal information gathering and services delivery procedures to meet the circumstances of specific emergencies or disasters.
- Identify emerging needs and report this information to Rumor Control Team. Provide reports during an activation to the DEMHS 2-1-1 Coordinator at least hourly. Trend analyses will be provided as needed.
- Aggressively seek new and updated information and disseminate such information to individuals/agencies impacted by the emergency or disaster. UWC 2-1-1 will provide that information to DEMHS for review.

- Staff a seat at the state Emergency Operations Center to help facilitate the flow of information, including working with the Governor's Emergency Communications Team.
- Provide technical assistance to DEMHS interagency working group for Geospatial Information Systems (GIS) development.
- Participate in drills and exercises to the extent required.

DEMHS will:

- Through the Operations Officer, notify UWC 2-1-1 before putting out the message to the media that people can call 2-1-1 for information.
- During a specific emergency or disaster, designate one individual as the DEMHS 2-1-1 Coordinator, to operate as the DEMHS point of contact with UWC 2-1-1.
- Contact the DEMHS 2-1-1 Coordinator and inform her/him that an emergency or disaster has occurred that requires activation of the agreed-upon response by UWC 2-1-1.
- Provide DEMHS-approved messages or information related to an emergency or disaster to UWC 2-1-1 for dissemination.
- Provide a contact number where the DEMHS 2-1-1 Coordinator can be reached.
- Communicate in a timely manner to UWC 2-1-1 any changes in the situation or available services.
- Communicate in a timely manner to UWC 2-1-1 any actions taken as a result of the rumor control information that UWC 2-1-1 has reported to DEMHS.
- Provide UWC 2-1-1 with the following details that will be used to inform the public:
    - Location and nature of the disaster/emergency;
    - Projected length of time the emergency or disaster will be affecting residents;
    - Location and hours of response services;
    - Any items residents need to provide, e.g., identification.
- Assist in identifying and establishing working space for the 2-1-1 operations in the event that an emergency or disaster occurs at the Rocky Hill location of 2-1-1 that affects the ability to respond to callers.
- Provide space at the state Emergency Operations Center for 2-1-1 Coordinator.

- Provide information regarding training and exercise opportunities as appropriate to UWC 2-1-1.
- Operate as the point of contact for state agency requests for UWC 2-1-1 to provide emergency services, including requests from one or more DEMHS regions, and assist UWC 2-1-1 to determine appropriate methods and levels of activation.
- Assist UWC 2-1-1 as appropriate to support funding requests in the event of an activation.

The following person(s) are the main contacts for this project. The parties agree to inform each other promptly of any change in this information:

UWC: Sean Ghio
860-571-7209 (office)
860-878-4449 (cell)

Tanya Barrett, Vice President of 2-1-1
860-571-6062 (office)
860-209-9847 (cell)

DEMHS:

DEMHS Duty Officer
Pager No. (860) 708-0821

860-566-3180

Sandy Baker, Administrative Assistant
William Hackett, Director Emergency Management, DEMHS
(860) 256-0801 (office)

TERM of the MOA:

This MOA will be reviewed at least annually, and updated as necessary.

This MOA shall be in effect as of the date signed and shall remain in effect until there is written notification from either party that there is a need to change or terminate the MOA.

United Way of CT
By: Laura Huren
Its Vice-President of Business Operations

James M. Thomas 9/22/2008
CT DEMHS
BY: James M. Thomas
Its Commissioner