

**MEMORANDUM OF UNDERSTANDING BETWEEN**  
**THE COUNTY OF MONTEREY OFFICE OF EMERGENCY SERVICES**  
**AND**  
**UNITED WAY MONTEREY COUNTY**

This MEMORANDUM OF UNDERSTANDING is hereby made and entered into by and between United Way Monterey County, hereinafter referred to as "UWMC" and the County of Monterey, hereinafter referred to as "County".

**I. PURPOSE**

The purpose of this Memorandum of Understanding ("MOU") is to effectively manage the referral process for volunteers who emerge during declared countywide emergencies. An Emergency Volunteer Center ("EVC"), set up as an online service, call center, and/or walk-in center, will register and refer spontaneous volunteers as needed to County departments and community-based organizations during such emergencies.

**II. IT IS MUTUALLY UNDERSTOOD AND AGREED UPON BY AND BETWEEN THE PARTIES THAT:**

**A. Responsibilities of County**

1. Upon direction from the County Emergency Operations Center ("EOC"), request activation of an EVC by UWMC.
2. Provide support for the successful implementation of the EVC Plan.
3. Schedule pre-trained County staff to assist in EVC operations, as requested by UWMC.
4. Assist UWMC with eligibility determination of incurred EVC costs.
5. Work with UWMC to identify possible funding sources for reimbursement and assist UWMC to submit reports and invoices for documentation.
6. Provide positional training for designated staff from UWMC.

**B. Responsibilities of UWMC**

1. Provide staff to serve as Volunteer Resources Unit Leader in Logistics section upon EOC activation, as needed.
2. Activate and demobilize an EVC upon request from the EOC.
3. Assign key EVC positions to UWMC staff as appropriate.
4. Consult with the EOC Logistics Section regarding assistance with EVC location(s) as needed.
5. Request assistance from the EOC Logistics Section for EVC needs such as equipment, supplies, staffing and technical assistance.
6. Train County employees on EVC operations, before, during and after emergencies.

II. B.

7. Document EVC volunteer referral data and submit regular reports to County during an activation.
8. Maintain accurate documentation of services provided during an emergency event.
9. Prepare an invoice identifying UWMC emergency-related EVC costs including incurred with the assistance of County.

**D. Joint Responsibilities**

1. Manage the EVC set-up, operations, and demobilization under the Standardized Emergency Management System (SEMS).
2. Ensure established EVCs are announced to the media and participating agencies through the EOC's public information function.
3. Coordinate volunteer recognition efforts following emergencies.
4. Participate in After Action Review Process.
5. In the event no local disaster is proclaimed, an EVC will not be activated unless there is a joint decision to do so and it will be a joint responsibility to absorb costs.

**III. COST RECOVERY**

In the event of an EVC activation, the County shall assist UWMC in preparing, submitting, and pursuing a claim with CalEMA and/or the Federal Emergency Management Agency (FEMA) and/or private entities for UWMC documented and invoiced costs beyond normal operating expenses, based on state and federal eligibility requirements. In no case shall the County be directly liable for costs incurred by UWMC unless otherwise specifically agreed upon in advance.

**IV. MODIFICATIONS**

This agreement sets forth the full and entire understanding of the parties regarding the matter herein. This agreement may be modified by mutual consent of the parties. Such modification(s) shall be in writing.

**V. TERMS OF AGREEMENT**

This agreement shall become effective as to each party when approved or executed by the party, and shall remain operative and effective between each and every party that has heretofore or hereafter approved or executed this agreement, until participation in this agreement is terminated by the party.

Upon approval or execution of this agreement by the parties hereto all operational plans heretofore approved by the Board of Supervisors and/or the United Way of Monterey County shall remain in full force and effect as to them until the same may be amended, revised, or modified.

**VI. WITHDRAWAL OF PARTICIPATION**

Any party to this agreement may withdraw as a participant upon providing a Ninety (90) day prior written notice to the other party. Such withdrawal will in no way affect or otherwise impact any other plan, MOU or mutual aid agreement between the withdrawing party and any other jurisdiction or organization served by the parties to this agreement.

**VII. INDEMNIFICATION AND HOLD HARMLESS**

Each of the parties signatory to this agreement agrees to indemnify and hold all other parties harmless and waives all claims for compensation for any loss, damage, personal injury, death, or other entanglement incurred arising as a consequence of general or specific acts or omissions of the indemnifying parties' own employees, agents and designated representatives in the performance of this agreement.

IN WITNESS THEREOF this agreement has been executed and approved and is effective and operative as to each of the parties as herein provided.

Dave Potter

August 28, 2012

Dave Potter

Date

Chair, Board of Supervisors

County of Monterey

Joseph L. Quinn

10-2-2012

President and CEO

Date

United Way Monterey County