



# County of Monterey

Board of Supervisors  
Chambers  
168 W. Alisal St., 1st Floor  
Salinas, CA 93901

## Board Report

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**File #:** 12-749, **Version:** 1

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Authorize the Board of Supervisors' Chair to sign a Memorandum of Understanding with United Way Monterey County to provide 2-1-1 call center representatives to the Operational Area Emergency Operations Center (EOC) Public Information Section during significant emergencies and disasters.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

Authorize the Board of Supervisors' Chair to sign a Memorandum of Understanding with United Way Monterey County to provide 2-1-1 call center representatives to the Operational Area Emergency Operations Center (EOC) Public Information Section during significant emergencies and disasters.

### SUMMARY:

The Office of Emergency Services (OES) requests the Board of Supervisors' Chair on behalf of Monterey County to sign this MOU with United Way Monterey County to ensure that the dissemination of public information and the gathering of information on citizens in need is being coordinated and managed during disasters.

### DISCUSSION:

This Memorandum of Understanding further strengthens the County ability to prepare for and respond to future emergencies or disasters through integrated planning, mutual training and coordinated effort between The United Way Monterey County and the Operational Area. United Way Monterey County has been a strong partner with the Office of Emergency Services in the past. With this agreement, United Way will provide staffing for a 2-1-1 representative in the EOC to serve as the primary contact between the 2-1-1 call center and EOC Public Information and Logistics. This staff position will facilitate the information flow to ensure timeliness and credibility of information provided to citizens as well as provide the EOC with a clear operating picture of the needs of the community. In addition, United Way will partner with the county in training and exercise opportunities.

It is recommended that the Chair of the Board be authorized to sign the Memorandum of Understanding on behalf of the County and the Monterey County Operational Area Authority.

### OTHER AGENCY INVOLVEMENT:

The content of this Memorandum of Understanding has been previously coordinated with County Counsel; United Way Monterey County; and the Operational Area Coordinating Council.

### FINANCING:

There is no impact to the General Fund and incurring any additional costs with the signing and implementation

of this MOU. Training and exercise efforts work are part of the OES normal work plans and operating budget. Equipment needs in the EOC are pre-existing and do not require additional financial burden. This MOU will provide valuable volunteer man-hours that are potentially reimbursable and can be credited as in-kind match after a state or federally declared disaster.

Prepared by:

Approved by:

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Sherrie L. Collins  
Emergency Services Manager

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Nicholas E. Chiulos  
Intergovernmental and Legislative Affairs Director

Attachments:

Memorandum of Understanding Between County of Monterey Office of Emergency Services and United Way Monterey County 2-1-1 .