



County of Monterey

Item No.

Board Report

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

Legistar File Number: 24-612

September 17, 2024

Introduced: 9/3/2024

Current Status: Agenda Ready

Version: 1

Matter Type: General Agenda Item

Approve and authorize the Director of the Department of Emergency Management or designee to execute a five year Memorandum of Understanding with United Way Monterey County for the purpose of formalizing roles, responsibilities, and collaborative partnership related to 2-1-1 Monterey County during Emergency Operations Center activations, at a minimum cost of \$600 per incident activation.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Approve and authorize the Director of the Department of Emergency Management or designee to execute a five year Memorandum of Understanding with United Way Monterey County for the purpose of formalizing roles, responsibilities, and collaborative partnership related to 2-1-1 Monterey County during Emergency Operations Center activations, at a minimum cost of \$600 per incident activation.

SUMMARY/DISCUSSION:

United Way Monterey County (hereinafter, "UWMC") operates 2-1-1 Monterey County (hereinafter, "2-1-1"), which is a free, comprehensive information and referral service for Monterey County that connects community members to information about critical health and human services available in their community. 2-1-1 accommodates over 150 languages through interpretation services and is available by phone and text 24 hours a day, 7 days a week.

During Emergency Operations Center activations, 2-1-1 provides incident specific information to the community in coordination with the Department of Emergency Management (hereinafter, "DEM"). This information addresses such topics as evacuation warnings and orders, temporary evacuation points and shelters, road closures, general disaster information, recovery resources, and more. The purpose of this Memorandum of Understanding is to formalize the relationship between DEM and UWMC during an emergency and enhance collaboration and partnership between said parties during Emergency Operations Center activations.

OTHER AGENCY INVOLVEMENT:

County Counsel's Office, the Auditor-Controller's Office, and Risk Management have reviewed and approved as to form.

FINANCING:

The Department of Emergency Management Emergency Operations Center has an initial Adopted

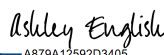
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Budget (DEM001, Unit 8589) of \$600,000. Costs resulting from this Memorandum of Understanding will be absorbed by this Adopted Budget; however, due to the unpredictable nature of the severity, complexity, and scale of emergencies occurring in any given Fiscal Year (FY), the Department may have to return for additional appropriations for any costs that cannot be absorbed by the Adopted Budget. For example, in FY 2023, the scale of incidents varied and could have resulted in anywhere from \$950 to \$14,000 per incident depending on the number of contacts made to 2-1-1. Approval of this action is not anticipated to impact the General Fund at this time.

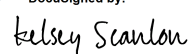
BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

- Economic Development
- Administration
- Health and Human Services
- Infrastructure
- Public Safety

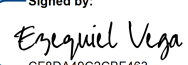
Prepared by: Ashley English, Management Analyst II

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Approved by: Kelsey Scanlon, Director of Department of Emergency Management

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Approved by: Ezequiel Vega Rios, Assistant County Administrative Officer

Signed by:

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Attachments:

United Way Memorandum of Understanding